NEWSbits

Celebrated our 20th Anniversary!
1990-2010

CCUG-PC Banner

CCUG-PC RoundTable Event—*by Sue Wessing*

Some old faces and many new faces of about 20-25 were in attend-ance at our CCUG-PC's quarterly general meeting in May. Even though the library was closed to the public for carpet replacement, we were able to have use of the meeting room through a side entrance by a staff member!

The presentation was entertaining as always and an-swered many questions from the members and guests. Some of the topics that were discussed concerned computists who upgrade from XP to Windows; about backing up of one's important files, documents, whole-drive imaging and storing data.

Ray Paternostro gave a brief promo-tion of the June, 2011 Consumer Reports on Cyber Safety, which can be seen at the following link: http://www.consumerreports.org/cro/ magazine archive/ 2011/june/june-2011-toc.htm.

As traditional, door prizes were given away to the holders of the lucky tickets. Some of the prizes included hand sanitizer pens from Microsoft (Brenda Rhodes, Roberta Stepan), a 1000 page "Windows 7: Inside-Out" reference guide book (Mary Cancienne), a Microsoft sport cap, (Carolyn Wagner), a USB Thumb Drive (Garland Hilton), and the Grand Prize drawing was a Multifunction Wireless Arc Mouse from Microsoft (Elwood LeBlanc). It was

a beauty, designed for comfort and folded for port-ability. Finally, a mini-auction netted 3 PC games for only $2.00 to the high-bidder (Frank Daniel)! The meeting concluded at 12:30 PM and CCUG-PC's social dinner immediately followed at Vera's Restaurant where members lunched where there were further discussions about computers and computing.

Quite a few people were unable to attend due to functions as graduations, races and other conflicting schedules being held the same day. Yet, there were a sizable attendance with enthu-siasm and lots of fun prevailed.

Thanks to jerry, Ray and all that participated! *–SW*

(*Ed. — This past May meeting marked two years which has passed since our reunion after Katrina. Many of the former members who have remained in St. Bernard Parish at this time have yet to visit the group. We encourage more of you to share with CCUG-PC the user group experience of users help-ing users. We're still the great group that held its meetings in Chalmette—same good people and fine computer enthusiasts and workers with the passion for technology! If it's been a while, we'd enjoy shar-ing our passion for technology with you as well*).

Supporting Our Troops

PotPourri

Coming August 13

RoundTable

Join the CCUG-PC guys and gals this Saturday, **August 13th at 10:30 AM** when we present the ever-popular *CCUG-PC PotPourri Session.*

Discussions, discoveries and decisions–whatever shall we discuss? Well, everyone can be part of the group's popular "users helping users mission!"

Join us afterward for more chats at our quarterly luncheon. Food and lots of discussions!

Where we meet . . .

St. Tammany Public Library (Slidell)

555 Robert Blvd. - (985-646-6470)

CCUG-PC will meet quarterly in Slidell for our general meeting events from 10:30 a.m. to 12:30 p.m. Meetings are *open to the public* and everyone is invited to participate. C'Ya!

On Getting "Phished Out" of a Situation—Micro Panicked?

by Jerry Montalbano

Ok, you're tagged with this situation: "What would you do if you believe someone sent you a "phishing" e-mail? Firstly, you have to better understand the concept of what phishing is about before you can realize whether it's a good thing, bad thing, or believe it's an entrapment or endangerment to your computing environment.

We can identify a computer-phishing scam as one in which victims online are tricked into providing personal information such as account numbers, passwords and credit card details to what they believe to be a legitimate company or organization. However, in order to carry out this trick, the scammers often create a "look-a-like" webpage (some rather craftily by copying logos, details and credible info) that is designed to resemble the target company's official website. Typically, e-mails can be used as "Phish-bait" in order to get the potential victim to visit the perpetrator's marvelous, bogus website. These e-mails use an assortment of devious maneuvers to con readers into clicking on the included links, thereby opening the bogus website.

Some links look so authentic and accurate, a "redirect" scheme may be used to divert to the phony-baloney site. Information submitted on these bogus websites is "harvested", gathered perhaps as close as hometown or as far as around the globe by the scammers. The collected info may then be used to steal funds from the user's accounts and/or steal the victim's identity. Once they appear to own your identity, small or larger purchases can take place-- some in a small amount of time before your credit card company, for instance can send you the latest statement.

Phishing scam e-mails are created to give the illusion that they have been sent by a legitimate institution (such as Cox, AT&T or your service provider). E-mails may arrive in HTML format and include logos, styling, contact and copyright information virtually identical to those used by the targeted institution. To further create the illusion of legitimacy, some of the secondary links in these bogus e-mails may lead to the institution's genuine website. However, one or more of the hyperlinks featured in the body of the e-mail will point to the fraudulent website.

Links in phishing scam messages are often disguised to make it appear that they lead to the genuine institution site. The sender address of the e-mail may also be cloaked in such a way that it appears to have originated from the targeted company. Because they are sent in multiples to many recipients, scam e-mails use generic greetings such as "Dear account holder" or "Dear [targeted institution] customer". If an institution needed to contact a customerabout some aspect of his or her account, the contact e-mail would address the customer by name.

OK – Here area a few immediately things that you can do!

The entire purpose of a typical phishing scam is to get the recipient to provide personal information. If you receive any unsolicited e-mail that asks you to click a link and provide sensitive personal information, then you should view the message with the utmost suspicion. It is highly unlikely that a legitimate institution would request sensitive information in such a way. In fact, most legitimate companies state that "We will not send e-mail out asking you to devulge your personal information!" So, what you SHOULD DO is not to click links or open attachments in such messages. As well, you should not reply to the senders or ask them to unsubscribe to their e-mail list. The reasoning is that once they know that there's a legitimate e-mail sent in bulk, (in the request), they will know whom to contact in future mailings or perhaps sell your info to others. If you have any doubts at all about the integrity of the e-mail, contact the institution directly to check. Some use the "abuse@" header before the company's name such as "abuse@cox.net", "phishing@cox.net" or "spoof@cox.net" for example, to get results and your attention.

Do NOT respond to the original e-mail. Contact the company by manually typing in the address to get their information.

PRESIDENT'S CORNER

Hi, CCUG-PC Members!

In July, I caved into another technology whim with the purchase of an E-Book Reader. It's a portable electronic device designed primarily for the purpose of reading digital books and periodicals. I plan on utilizing it to keep me busy when I get bored at the computer (imagine that?), TV, radio, movies, digital phone, gaming, or any of the other technologies.

My new **Panadigital Novel** by far is not the most advanced on the market but does serve the purpose well for my quiet time in "the book". Yes, it's not a "Tablet" technology, but it's the best I can do for the cost which excludes me anytime soon from purchasing one ($300-600).

I'd say I got a decent deal for it at $119 after a $10 cost reduction and a $20 mail-in rebate. But to be fair in comparison to the tablet I really wanted (but cannot afford presently—in part thanks to Katrina), I've got a lot of "bang-for-the-buck", so to speak. My focus was to be able to read a number of books electronically and portable. But, to my surprise it can do much more as it connects wirelessly to my router or a hot-spot cafe to read the news, magazines, movie, Internet surfing, and PDF's! Woo-hoo!

Well, almost. I can use the 1 GB internal memory to copy photos for viewing, PDF's, ePub books, or just listen to my MP3 music files in my stereo earbuds while I read! Handy.

ARTICLE CONTRIBUTIONS

NEWSBITS Newsletter is currently published Quarterly by CCUG-PC. Articles for publication *must* be submitted, typewritten and on disk to our newsletter staff by the **15th** of the month before a meeting date for publication. We welcome all articles of computing interest and we reserve the newsletter.

It has a 7 inch display in color and uses touch screen (ie. digital phone) to move objects around, and navigate pages. I purchased an additional 16 GB SD memory card on sale for $26 to help me break the 1GB limit (although I had several 2 GB ones from my camera) but the unit maxes at 32GB for movie and video lovers.

The battery is a Li-on one lasting about 4 hours in usage, has a sleep mode after a short while in non-usage, and for the most part functional for reading and surfing.

If I must give negative points it would be about PDF's being shown *only in page views* which make reading comics, some mags with lots of graphics sketchy in viewing zoomwise. Text can be zoomed in to improve readability, but PDF reading closely is a disappointment—even if I turn the unit into landscape mode by rotating the unit sideways still limits me to small print and graphics.

As mentioned, the Novel can log online and is fine for the most part (again, not a Tablet, but gave me more than I expected for the price). A disappointment arose when I went to *YouTube* to see a video and because they use Flash to see videos, it was not supported (at least not until I ask a tech support dude/dudess soon) and I'm not sure if an "app" is available that permits viewing. I'd really like to see YouTube videos on the go!

If you'd like to learn more about eReaders, check out the *Kim Komando article* within Newsbits as she addresses 4 units.

Lastly, at some point in time there is a Tablet or similar technology purchase possible within my budget or interest; Certainly, not a phone that needs a telescoping 7X zoom feature to see it! How was your week?

Jerry Montalbano

NOTICE!

Upcoming Date to Remember

Saturday, November 12, 2011
**Meeting place: Slidell,
St. Tammany Public Library**

Contact customer support of the company who supposedly sent you the e-mail via e-mail or phone, and ask them to verify whatever claims are being made in the e-mail. They'll let you know whether it's a fake e-mail or spoof. Don't click on any links stated on the e-mail.

Always report "phishing" e-mails to the following groups by forwarding the e-mail to:
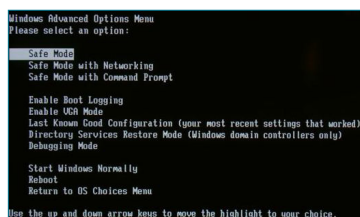
AntiPhishing.com : reportphishing@antiphishing.com
Federal Trade Commission: spam@uce.gov; Or you can file a complaint at the Internet Fraud Complaint Center of the FBI website.

When forwarding spoofed messages, always include the entire original e-mail with its original header information intact usually by "forwarding the e-mail" or copying/pasting into a new document to the organizations discussed above.

Document the names and phone numbers of everyone you speak to regarding the incident. Follow-up your phone calls with letters and Keep copies of all correspondence.

If you have given out your credit/debit or ATM card information to someone that you suspect was fraudually misrepresenting, report the theft of this information to the card issuer as quickly as possible. Many companies have toll-free numbers and 24-hour service to deal with such emergencies. Cancel your account and open a new one. Recently, there's been a few cases of ATM cameras or "skimmers" used to capture numbers, pins, or are attached over slots or above somewhere for that diabolical purpose.

Review your bank accounts or credit card companies (debit/credit) on a regular basis to look over your accounts or billing statements carefully - especially after the loss. If the loss involves your credit card number, but not the card itself, you have no liability for unauthorized use. Some banks have a minimum charge (ex. $50), while others, none.

Safe Mode—Still a Safe Bet

Looking for a way to get into Safe Mode for Windows? If you're not able to boot your computer normally, you have to enter safe mode, a diagnostic mode for Windows where you can troubleshoot problems that prevent normal booting.

Finally, there are some "ID secrets" that the thief offline may not want you to know:

1. "As a thief I won't tell you to watch your back because I'm snapping your card or filming your debit pin code.
2. I enjoy your mailbox red flag which tells me that you have outgoing mail (perhaps with card numbers and checks to reproduce).
3. "I" can duplicate the magnetic stripe technology with a $50 machine.
4. At 3:00 a.m., I can fill my trunk with your can's garbage bags to be sorted later for info.
5. I appreciate you tossing away preapproved credit card apps, old bills, checking account deposit slips and crumpled job/loan apps.
6. I hate it when you call 888-05OPTOUT to stop banks from sending preapproved credit offers.
7. Using your credit card stolen is simple because I never get asked for ID. (and it hurts me to see your picture on it!)
8. I can get your credit card info easily by calling an utility company posing as you saying "I thought I paid my bill, I can't recall if I used my card or check. Please read me back that number?"
9. Thanks for using your "debit" card instead of your credit card. The databases I broke into online gave me lots of debit card info, including yours to directly access your account.
10. I admire that new credit card in your mailbox. Perhaps I cannot talk to someone at your bank to activate it, but I can always write down the number and put it back in your mailbox. Then, after YOU activate it, I can start using it."

–A ounce of prevention is certainly true to the pound of cure it takes to straighten out the electronic mess whick was caused by your lack of attention to your online activity visits. You should also be alert to a new techology evolving concerning credit card/identity theft. Identity theft has steadily increased over recent years due in large part to radio frequency identification, also known as RFID. Get familiar with the term and learn its impact by googling: RFID.

Online or offline, we still call the "Perp" a "crook". Some just make a living more than others out of the misery of your misfortune and lack of attention to the details of how things work electronically.

Aphomism: Always be yourself because the people that matter don't mind, and the ones who mind, don't matter.

Mr. Grumpa

Choose the perfect e-reader for summer reading

by Kim Komando

The *e-reader is one of the hottest gadgets on the market. About the same size as a paperback, they hold hundreds or even thousands of titles. And, you can download the latest bestsellers starting from $10. Of course, there are literally thousands of free titles available online. But, the e-reader market is getting crowded. It seems that a new model is released every week. And manufacturers are updating older models. That makes it difficult to know which one to buy).*

Sales for E-books are skyrocketing. For many retailers, sales are outpacing those of traditional books. Barnes & Noble now sells three times as many e-books as traditional ones online. You can read e-books on computers and smartphones. But to really enjoy them, you'll want a dedicated e-reader.

There are many options when it comes to e-readers. New models are released regularly, as manufacturers seek to cash in. And prices are falling rapidly. It would be impossible to cover all models here. So, I will tell you about some more unique options. Incidentally, tablets like the iPad 2 handle e-books. However, I am omitting them, as the comparison would be unfair.

Kindle DX

Amazon's 6-inch *Kindle* started the e-reader revolution. It's the gold standard. In the past few years, Amazon has released several more models. You'll find it with or without 3G connectivity. You'll also find subsidized models; they'll save you a few dollars if you're willing to view ads and offers.

My favorite is still the Kindle DX ($380), a larger version with a 9.7-inch E-ink display. The screen is easy to read, even in direct sunlight. The 3G connectivity lets you download books no matter where you are. Wireless delivery is free and takes about 60 seconds.

There's a keyboard for annotating books and looking up words. The DX holds about 3,500 books.

And there are nice extras. The Read-to-me feature lets you listen to participating titles. Plus the screen rotates automatically as you turn the DX.

Nook Simple Touch Reader

Barnes & Noble offers several versions of its *Nook e-reader*. The latest model is the Simple Touch Reader ($140). It features a 6-inch E-ink display. Unlike most e-readers, though, it responds to touch. Simply swipe to flip pages. That's cool. You can also use the touch screen to highlight assages and look up words.

Barnes & Noble claims the Simple Touch has the longest battery life. Read up to two months on a single charge. The Nook supports a variety of formats, *including ePub*. This means you can borrow books from your local library. There's also Wi-Fi and built-in storage for about 1,000 titles. Store thousands more by adding a microSD card.

Pandigital Novel Color

Pandigital's Novel 7'' Multimedia

eReader ($150) uses an LCD instead of e-ink. That means battery life will suffer. However, its *color touch screen* will appeal to many readers. You can listen to music and view photos and video. That's in addition to reading popular e-book formats.

Onboard storage holds hundreds of e-books; it can be expanded with a standard SD card. You can surf the Web and send email, thanks to built-in Wi-Fi. You can also look up words, highlight text and add bookmarks. The Novel lets you download e-books from Barnes & Noble's e-bookstore.

Sony Reader Daily Edition

Sony's Reader Daily Edition ($300) features a 7-inch touch screen with a virtual keyboard. As the name implies, it is particularly suited for downloading newspapers and periodicals. You can read in horizontal or vertical format.
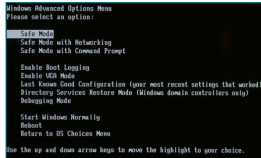
Use the built-in Wi-Fi and 3G to download publications and e-books anywhere. The Reader Daily supports various formats. You can download from many stores, including Sony's own. Store up to 1,200 books with the built-in storage. Add an SD card or Memory Stick to carry thousands more.

The e-reader market is rapidly changing. In the past year, many e-reader manufacturers have succumbed to the competition. But the big boys are all doing well. Expect to see new models from Amazon and Sony this fall.

In Safe Mode, Windows only loads the most essential services and drivers in order for it to run. All other normal Windows settings and start up programs are stopped in order to allow the user to fix the problem with their computer.

In this guide, we're going to explain how you can get into Safe Mode in both Windows XP, Vista and Win7. Note that if you installed a driver or just recently made a configuration change to your computer, you may want to try the "Last Known Good Configuration" before going into safe mode.

Last Known Good Configuration loads the last working version of Windows. However, if it replaced each time you log into the computer, so if a problem has occurred, make sure to try this option BEFORE logging into the computer again.

Also note that there are 3 types of Safe Mode, so read the descriptions below to figure out which one is best for you.

Safe Mode – The basic option that loads Windows with a GUI interface and is usually what most people should choose when troubleshooting their computer.

Safe Mode with Networking – If you need access to the Internet or the network while in Safe mode, then this is the option to choose. This mode is useful when you need to fix a problem that requires an Internet connection so you can get updates, drivers, or other files to help fix your problem.

Safe Mode with Command Prompt – This mode will load with just the MS DOS command line prompt. Useful if you need to run a DOS command like fixboot or chkdsk.

How to get into Safe Mode in Windows 2K/XP/ Vista/7

To get into the Safe Mode in Windows 2000 / XP / Vista / Win7, re-boot the computer and then press and hold the "F8 Key" which will then bring up the "Windows Advanced Options Menu". Scroll down to "Safe Mode" using the arrow keys and press Enter.

DISCLAIMER

Note that sometimes if you press and hold the F8 key, some computers will start to beep annoyingly, so in that case, simply tap the F8 continuously during the boot up period.

If you are still not able to get into Safe Mode, you can try to kill the power on the computer to turn it off and then turn it back on. If Windows shuts down unexpectedly, it will usually bring up the Advanced Boot Options menu automatically.

Now you can hopefully fix the problem with your computer! You can get out of safe mode by just restarting the computer. If you're in the command prompt, you can exit safe mode by typing in the word, Exit.]

Drivers & Services which load in safe mode in Windows

When a serious problem occurs or Windows fails to start normally, Safe Mode is a very good way to log in to Windows for the purpose of solving issues and fixing errors. Have you ever thought why Windows for the most part, boots easily in Safe mode whether there is any type of persisting problem? This is because Safe Mode starts Windows only with the *basic drivers and services.* Due to eliminating these components, a virus or other variables, it won't affect the system and thus you get a better shot at solving the problems.

The list of drivers and services which loads when Windows boots in Safe mode:

•Floppy disk drives (internal and USB)
•Internal CD-ROM drives (ATA, SCSI)
•External CD-ROM drives (USB)
•Internal DVD-ROM drives (ATA, SCSI)
•External DVD-ROM drives (USB)
•Internal hard disk drives (ATA, SATA, SCSI)
•External hard disk drives (USB)
•Keyboards (USB, PS/2, serial)
•Mice (USB, PS/2, serial)
•VGA display cards (PCI, AGP)

Windows services that start in safe mode

•Windows event log
•Plug and Play
•Remote procedure call (WPC)
•Cryptographic Services

Got Voice-Recognition?

Genealogy Bits & Bytes

by Sue Wessing
St. Bernard Genealogical Society, Inc.

Researching your Italian Ancestors in New Orleans

American Italian Museum in New Orleans -
537 S. Peters St., New Orleans LA 70130

The American Italian Museum is located within the American Italian Cultural Center in New Orleans, Louisiana. The museum tells the history of American Italians in the Southeast and their contributions to all areas of our daily lives through photographs, articles, family histories, and memorabilia by themes such as Societies and Festivals, Music, the Immigrant, Genealogy, Personalities, and much more. Their Library on the 3rd floor is open on Thursday and Fridays 10AM – 4PM. For more information on their other hours and much more available see their website. *http://www.americanitalianmuseum.com/*
Book: *Images of America - Italians in New Orleans* **by Joseph Maselli & Dominic Candeloro – available at Amazon. com.**

http://womanola.tripod.com/articles.html
Contessa Entellina Sicily information

There are many other links to Sicilian ancestors by typing "Sicilian ancestors New Orleans" in Google or your favorite search engine. You can also get information on your ancestors' town, if you know it. *Buona fortuna!*

https://www.familysearch.org/learn/researchcourses
Italy Research video

(Author's note: While looking at the Latter Day Saints (LDS) website I found many new changes and videos for learning about genealogy. August 4th they have announced a new YouTube channel at http://www.youtube.com/familysearch .

https.www.familysearch.org is said to be the world's largest free genealogy site. Not only are they adding thousands of records daily, there is a little known, much improved Learning Resource with video instructions. I was amazed at the amount of information available there: ***https://www.familysearch. org/learn***. There are three sections you can explore and play the videos at your leisure. At the bottom of the page there are links to Tech tips and Info on TV genealogy shows.

Next SBGS Genealogy meeting will be held on *Saturday, September 17, 2011 at 10:30 AM at the Slidell library at 555 Robert Blvd, Slidell LA.*

For upcoming meetings and speaker - check our website *www.ccugpc.org/sbgs/sbgs.htm*
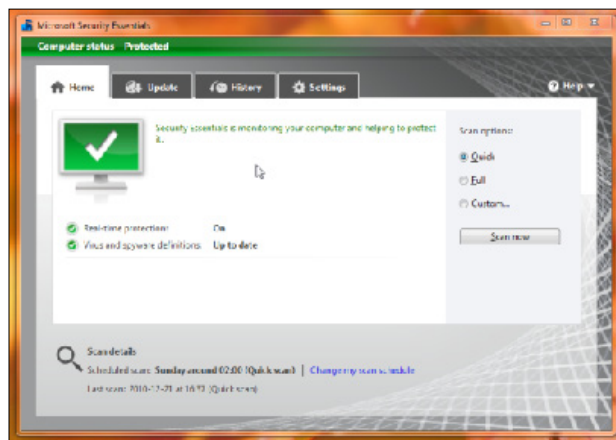
Suzanne Doole Wessing, President of St. Bernard Genealogical Society, Inc.

Email: *suewessing@gmail.com*

Using Microsoft Security Essentials

Although Microsoft Security Essentials (MSE) is popular lately on the AV scene and is plausible: Firstly, it's fast, easy (few options), effective, and free as the breeze. Many have converted their PCs to MSE—WinXP, WinVista, and Win7—and never looked back.
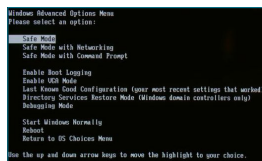

Go to **www.microsoft.com/security_essentials** to watch the installation video. Click the *Download Now* button and you're on your way to using one of the best pieces of software Microsoft has ever made.

If you really, truly *don't trust Microsoft*, you can always use **AVG (A Very Good Anti-Virus) Free**—Then if you wish, you can dump the bloated anti-everything-ware program that came with your PC. Some consider it a reason not to pay for protection over and over and over again. Get MSE or AVG Free and break the pay-pay-pay habit.

• Windows Defender
• Windows Management Instrumentation (WMI)Network-related devices and services that start in safe mode
• Network adapters (wired Ethernet and wireless 802.11x)
• Dynamic Host Configuration Protocol (DHCP)
• DNS
• Network connections
• TCP/IP-NetBIOS Helper

In this article we've explained how there is a nice utility tool available in MS Windows called *Safe Mode,* how you can access it upon a restart, and with a Menu and a keytap, F8—are choices given about a "Last Known Configuration." Types of Safe Modes available to you including the *basic boot,* one which allows *Networking* and still another which includes the *Command Prompt*. You can also enter the F5 key directly into Windows Safe Mode or the F8 keystroke when restarting. Lastly you've idea what types of files load under Safe Mode. Next Month, we'll go a step further with "Advanced Boot Options" to help get you up and running during a panic mode. See you then!

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Dummies Support!

From Windows to Word, PCs to PowerPoint, And everything in between, *Dummies* has a Book for all your computing needs *at 20% off!*

Didya Know:
CD/DVD DISCs vs. Media DISKs

By Jerry Montalbano

The term "disc" will be used to refer to optical media (CDs and DVDs also known as Compact Discs and Digital Versatile Discs; the latter being an evolutionary growth from the CD).

It is important to understand that both CDs and DVDs are electro optical devices, as opposed to nearly all other compter peripherals which are electromagnetic. There are no magnetic fields in the reading or recording of these discs, therefore, they are immune to magnetic fields of any strength, unlike hard drives Due to its immunity to magnetic fields, CD and DVD media is unaffected by Electromagnetic Pulse (EMP) effects, X-rays, and other sources of electromagnetic radiation.
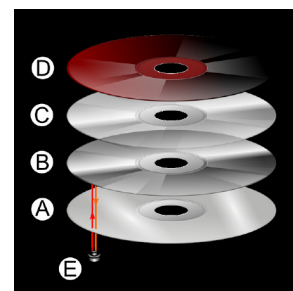

Fig. 1 - CD-DVD Layers

The key to all recordable media types is the presence of a reflector with the ability to reflect laser energy. Data is represented by blocking the path to the reflector either by dye or a bi-stable metallic alloy.

The bottom of a CD is made of a relatively thick piece of polycarbonate plastic (Fig 1). Alternatively, the top is protected by a thin *coat of lacquer*. Scratches on the polycarbonate are out of focus when the disc is read, and minor scratches are ignored completely. It takes a deep scratch in the polycarbonate to affect the readability of a disc. However, even a small scratch in the lacquer can damage the reflector. *Scratching the top of a disc can render it unreadable, which is some-*

Blu-ray Disc

Media type	High-density optical disc
Encoding	MPEG-2 H.264/MPEG-4 AVC VC-1
Capacity	25 GB (single-layer) 50 GB (dual-layer) 100/128 GB (BDXL)
Block size	64 kb ECC
Read mechanism	405 nm UV laser: 1× @ 36 Mbit/s (4.5 MByte/s)
Developed by	Blu-ray Disc Association[1]
Usage	Data storage High-definition video (1080p) High-definition audio Stereoscopic 3D PlayStation 3 games

thing to consider the next time you place a disc on your desk top-down "to protect it."

A DVD has polycarbonate on both sides; therefore, it is difficult to scratch the reflector.

"Disk" is used to refer to hard drives and other magnetic media as well as the older technology of diskettes such as 8 in., 5 1/4 in. and 3.5 floppy disks. The misspelling is easy to arrive at because the homonym-sound is there, but there remains a distinction between both; the word "vehicle" is used to identify either a car or a truck. Yet, a marked difference tells us both serve different purposes. Hence we use disK and disC distinctively when we discuss storage with both. The disK (Hard Drive, for example) for the most part in contemporay times utilizes much more capacity than a disC (or platter CD/DVD).

For example, capacity for a Hi-Def Blu-Ray disc presently holds a capacity of about 25-50GB (standard and dual-layer, capacity respectfully although under rare applications Triple layer discs (100 GB) and quadruple layers (128 GB) are available for BD-XL Blu-ray re-writer drives driving most costs unfeasible to consumers who use dual layers mostly for movies) while hard-drive capacity is about 3 Terabyte (3000GB). Big difference by about 60 fold and hard drives currently are much faster to access info (not when compared to flash technology which doesn't use mechanical or moving parts, but are keeping pace at 64-128GB with disCs (CD/DVD) technology but is incredibly closer to hard drive technology in costs).

In terms of costs per gigabyte (GB or 1000MB) for hard drive disKs are about $.07 for a terabyte drive as compared to DVD disCs currently costing about $.05 per gigabyte which is for an 8.5GB disc DVD. Go figure! However, DVD's (50 years) as compared to HD's four-five year average makes DVD's long term storage (if there will be players still around at that time.

To summarize, DVD's and CD's have been around for the most part a couple of decades to consumers. Hard drives a little longer, but on the horizon we should see storage with less moveable parts, more electronics and who knows what will be around in the unforeseeable future once desktops and laptops fade and give way to biotechnology?

Troubleshoot Your Wi-Fi

1. If the network fails

Try turning the Wi-Fi connection on your computer off and on. If that doesn't work, shut down everything (modem, router, and computer). After a minute, turn all back on in the order above, letting each one fully reboot (about a minute) before starting up the next.

2. If you can't connect, or if you get a weak or erratic signal

Move your computer closer to your router. If that doesn't work, you may need a new router, particularly if you have more devices requiring access (computer, TV, iPod, etc.) than you did when you bought your current router.

3. If the connection is slow

You may have nearby neighbors "borrowing" your bandwidth. Turn on password protection, and replace the default password with your own. You could also have too many of your own devices trying to connect; Shut off Internet – enabled electronics you're not using. Call your Internet – service provider or router manufacturer for help.

"After 70, if you don't wake up aching in every joint, you are probably dead!!"

Mr. Grumpa

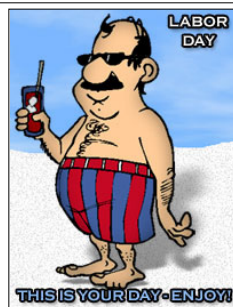## Windows 7 Phones favored by Consumers over Blackberry in Survey

In a survey that was conducted of consumers in the United States of America, 7% of people preferred Microsoft's Windows Phone platform, compared to the RIM Black-Berry's 6%. Consumer confidence was somewhat higher in other smartphone operating systems however, with Apple's iOS reaching an overwhelming 48% of consumer preference and Android taking 19%.

PR Newswire reports that consumers still preferred the phones that offered more basic functionality or were more familiar to them. When consumers were asked which phone they would like to receive as a gift, an overwhelming 69% chose the iPhone 5, while 3% choose the Blackberry Curve. But the figures in the survey suggest that despite Android's dominant market share, it isn't so popular with customers. The reasoning and speculation for this may be due to the increased availability and lower price of the platform compared to others.

Provided that the gap between Apple's iOS and WP7 is so large, it doesn't send the best message to Microsoft, who are promoting the mobile platform as an alternative to consumers. There are some positives however that this survey brings to light in that it now makes the WP7 OS the third most popular in the United States, despite a market share of only around 1%.

Recently, Microsoft released the latest and biggest update to Windows Phone 7 yet, which the company have dubbed *'Mango',* to manufacturers worldwide. With the update bringing functionality that many have come to expect from the big players, those in Redmond will be hoping it will have an impact on consumer views.
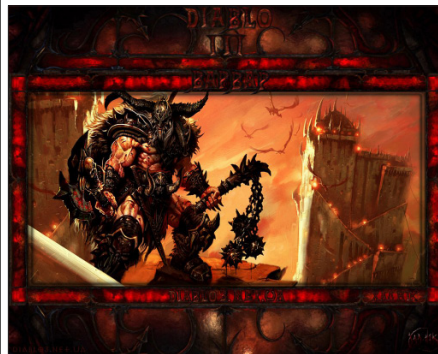
Labor Day is September 5th

GAMING

Diablo III beta details revealed

Diablo III is one of the most anticipated games of all time, and today the action-RPG's developer and publisher Blizzard Entertainment revealed more info about the game's upcoming beta test. While there is still no specific release date yet for the beta version (it's supposed to start sometime in the current quarter) Blizzard's web site gives out a ton of info of what players can expect to play and use in the beta test, including an in-game auction house that will use real money.

First the good news: players will be able to use all five of the game's character classes in the beta version (barbarian, witch doctor, wizard, monk and demon hunter). As with previous games in the series players will be able to battle in randomly generated levels which means that every play experience should be different. The beta's game content will be from the early portions of Diablo III. If you want to be considered for the beta you need to have a Battle.net account and then click on the Beta Profile settings in its account management. Both Mac and PC players will be accepted into the beta.

Blizzard also revealed more info on the in-game auction house for Diablo III. The feature will allow players to buy and sell in-game items like weapons, magic items and more with real money. Blizzard has already announced it does not plan to offer any in-game items via the auction house; it's supposed to be just for the players. However Blizzard plans to take a "nominal fixed transaction fee" for items sold in the auction house.

Now the bad news: PC Gamer reports that the final version of Diablo III will require a constant online connection. That means you must be connected to the Internet at all times to play the game. Blizzard said that part of the reason for this decision was to prevent cheating. The other bit of bad news is there will be no mod support at all in Diablo III and mods will be "expressly prohibited by our terms of use for the game."

Blizzard has said in the past that it would like to release the *final version of Diablo III by the end of the year but also warned that there is still no official release date yet for the game.*

CCUG-PC

HELP! DESK

Questions & Answers

with Jerry Montalbano

Q. *I'm having a great deal of difficulty deleting a page I don't want in Microsoft Word 2007. How is this done, please?*

A. One thing I've managed to notice about Microsoft through the years: When they decided to make things easier to use, in actuality, they did just the opposite. In my opinion, they succeeded at making it harder. In the "old days" if we wished to delete a page in Word, we simply opened the menu at the top where we can "add" or "delete" a page and it closed or opened rank to reveal a missing or added page. *Gone.*

Now we have to work with "deleting marks of code". Below is a procedure for doing so.

Delete a page

You can delete a blank page in a Word document, including a blank page that occurs at the end of the document, by deleting page breaks. You can also combine two pages by deleting the page break between them.

Delete a blank page

Make sure that you're in Draft view (Draft view: A view that shows text formatting and a simplified page layout. Draft view is convenient for most editing and formatting tasks.) (on the View menu in the status bar, click Draft). If nonprinting characters, such as paragraph markers (¶), are not visible, on Home, in the Paragraph group, click Show/Hide.

To delete a blank page, select the page break at the end of the page, and then press DELETE.

Delete a single page of content: You can select and delete a single page of content anywhere in your document.

Place your cursor anywhere in the page of content that you want to delete.

On the Home tab, in the Find group, click the arrow next to Find, and then click Go To.

Type \page and then click Go To. The content of the page is selected.

Click Close, and then press DELETE.

Delete a blank page at the end of a document.

Make sure that you're in Draft view (Draft view: A view that shows text formatting and a simplified page layout. Draft view is convenient for most editing and formatting tasks.) (on the View menu in the status bar, click Draft). If nonprinting characters, such as paragraph markers (¶), are not visible, on Home, in the Paragraph group, click Show/Hide.

To delete a blank page at the end of the document, select the page break or any paragraph markers (¶) at the end of the document, and then press BACKSPACE. Done.

Q. *I have a digital camera that does not have a memory card so I have to download the pictures to my computer every time I take them to make room for more pictures. After a recent download I can't find the pictures in the usual location in my computer. What happened and how do I find them?*

A. Recently installed programs or inadvertent selections in a photo editing program might have changed the default location in your computer for the downloaded photos. You can use Windows Search function to help locate them. Go to Start > Search > Pictures, music, or video. Click on Use advanced search options, check box for Pictures and Photos and in the All or part of the file name box type *.jpg (The "*" is a wildcard and stands for any file name. The .jpg is the file extension usually indicating what type of file it is, in this case a compressed picture format used almost universally by digital cameras when downloaded into a computer). In the Look in box, make sure your hard drive is selected. Click the When was it modified? and select the appropriate option. Then click search. When the search is completed you should end up with a list that fits the criterion, providing a path to finding those pictures.

Q. *Recently when I try to close a pop-up window in Internet Explorer I get a message stating that Internet Explorer has encountered a problem and needs to close and I lose my Internet connection. What's happening, and what should I do?*

A. *A variety of causes can produce this type of behavior. Be sure your anti-virus and anti-spyware software are up to date, and scan your computer for virus and spyware. Be sure you have the latest updates from Microsoft Support (http://support.microsoft.com) for whichever version of Internet Explorer you are using. If a toolbar such as Google toolbar has been recently installed, disable or uninstall it, as these may cause problems that you describe. Conflicts with Java Script or Adobe Flash (which are used to produce pop-up windows) can also cause such behavior. Or, this problems may require a trip to a computer repair shop for help.*

Yahoo Online & facebook

Help from CCUG-PC!

Any of you who haven't joined the CCUG-PC Yahoo Online Group are doing yourself and your PC a disservice.

With all the things that are packed into a limited time frame for the monthly meetings we can't possibly answer all your questions fully or tell you: the latest news and virus alerts, software bugs and patches, scams, trojans, spyware, new technology, work-arounds, new software, great sites for pc resources, hardware and software bargains, the many MS bulletins that come out each month and more.

There's no time limit on our CCUG-PC Yahoo Online Group. We have over 400 members from all around the world who will take all the time needed to get your questions answered and your problems solved. You can post anything pc related and if it needs a reply check back at your convenience and see if anyone has one for you.

This is the best Free Support you'll find anywhere and you can do it from work or home! Try it, you'll like it.

Buster Matthews, Yahoo Group CCUG-PC Online Moderator Worldwide CCUG-PC Yahoo Club: **http://groups.yahoo.com/group/ccugpconline/**

EXTRA: Join us now on FACEBOOK!

http://tinyurl.com/3mtox6h

Microsoft DOS *(MS-DOS Turns 30!*

FLASH!!

Microsoft's operating system business launched 30 years ago (July,1981) with MS-DOS.

MS bought QDOS (Quick and Dirty Operating System) & IBM's PC's supplied the hardware. The last stand-alone DOS was Ver. 6.22.

CCUG-PC CHUCKLES
"Laugh til' you chuckle"

This computer is equipped with an auto-airbag in case you fall asleep, Alvin!

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websites of the MONTH
http://www.freewarefiles.com/

Freewarefiles.com IS your place for freeware on the Net. It's your free software resource. You can check for the most recent software, utilities, games and more. See the top 100 or perhaps check out the free tech offers available. Search by categories from "Audio to Utilities" which can include graphics, drivers, screensavers, business tools and more!

Making Everything Easier - With more than 150 million books in print, covering 1,300+ topics, *For Dummies* is the most widely recognized and highly regarded reference series in the world. Since 1991, *For Dummies* has helped millions make everything easier. Now, Dummies.com is bringing the how-to brand you know and trust online, where you'll find our proven experts presenting even the most complex subjects in plain English. Whether that means directions on how to hook up a modem or carve a turkey, knit your first scarf or load your new iPod, you can trust Dummies.com to tell it like it is, without all the technical jargon

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