

# THE PRINTER

Chesapeake PC Users Group, Inc.

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## PRESIDENT'S CORNER

**BRING YOUR LAPTOP WITH YOU TO THE NEXT MEETING!**

*Happy Springtime!*

Folks are getting outdoors now and working in their yards and gardens. But we still have a few more meetings to go before we wrap up for the summer.

### **BRING YOUR LAPTOP WITH YOU TO THE NEXT MEETING!**

If you have a laptop, please bring it to future meetings to 'follow along' with the presentation. We have a wireless router that keeps an open Wi-Fi connection and if necessary, we can connect your laptop to the projector and allow you to show any issues or questions that you may have.

#### **Upcoming meeting topics**

**May 9** – Fran Damratowski will discuss PowerPoint 2010. She will show how to make a simple PowerPoint presentation. Be sure to bring your

laptop, with PowerPoint loaded, to follow along and ask questions. See you at the next meeting!

#### **June 6 – (FIRST WEDNESDAY IN JUNE)**

This meeting will be a member 'show and tell'. Everyone should bring in their latest technology gear to share with all.

**September 12** – Windows 8! The latest Windows installment should be released by this time and we can preview the changes on several different platforms (tablet, laptop, and PC).

*See you at the next meeting!*

*Michael*

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## **Create a PowerPoint Presentation**

*by*

*Fran Damratowski*

You probably have noticed that PowerPoint is being used more and more at our program meetings. Isn't it about time you learned how to create a PowerPoint presentation? PowerPoint isn't just for presentations at meetings it's a great way to share pictures of family and other gatherings. Instead of pulling out your digital camera or cell phone to show pictures and describe what the event is about why not create a presentation that tells a story about the event. It can be saved to a CD/DVD for archiving and sharing purposes. If the person you are sharing it with doesn't have PowerPoint or the version of PowerPoint you are using you can obtain a PowerPoint viewer from Microsoft at <http://www.microsoft.com/download/en/details.aspx?id=13>. You can include a copy of the viewer on the disk with the PowerPoint presentation. A

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## Evolving Technology - cont'd

I see our CCOKC members coming to grips with the evolution of technology. To some, it is overwhelming, to others it just a challenge. It was a challenge for me as well. I have always enjoyed finding out how things work.

Which brings me to my latest challenge and that is the smartphone. I have a Motorola Bionic, an Android phone that I have decided to make my laptop replacement. I am challenging myself to do as much as I can just using a phone. I have not allowed the screen size to cloud my objective. I think of my phone as being the only device that I have to conduct my daily business whether it is doing my banking, buying online, reading and sending emails etc. It has sort of become a game, which is not only fun but a learning experience.

My only limitation to my experience is costs. I try to find apps that are free and are capable of doing the task that I want to do. Fortunately for me, my data plan is unlimited so I do not have the constraint of a limited data plan.

If you do not have an unlimited plan, you have to be aware of what type of data plan you have when you use your phone for movies, music and TV. Don't think in terms of why would you we want to do this, but think of doing it because you can. It might be a onetime experience; the application that you found maybe does not do what you thought it would do. But don't let that deter you, think of the confidence that you will gain by just trying to do it. It has almost become habitual that I use my phone's internet connection to: Find directions to a place or business I have not visited before, using the phones built-in GPS, find out how good the restaurant that I might visit is, or look up the latest information on a product that I plan on buying. I can do all of this on the spot and not wait until I get home.

We all need a personal data assistant, a person (now a device) that can give you information at a moment notice. Your phone can now be that device. So give it a try, you will be surprised what you can do.

# OFFICERS

### *President*

**Mike Young.....(410) 551-4411**  
**president@chesapeakepcusersgroup.org**

### *Vice President*

**Mike Regimenti.....(301) 509-6091**  
**vice-president@chesapeakepcusersgroup.org**

### *Co-Treasurers*

**Kathy Walker (410) 268-3860 Bill Somers (410) 647-9429**  
**treasurer@chesapeakepcusersgroup.org**

### *Acting Secretary*

**Joyce Shue.....(410) 263-3510**  
**secretary@chesapeakepcusersgroup.org**

### *Publisher/Editor*

**Mike Regimenti.....(301) 509-6091**  
**editor@chesapeakepcusersgroup.org**

## CHAIRPERSONS

### *Programs Chairperson*

**Craig Barlow.....(410) 266-6829**  
**programs@chesapeakepcusersgroup.org**

### *Education Chairperson*

**Sam Shepherd.....(410) 647-6077**  
**education@chesapeakepcusersgroup.org**

### *Membership Chairpersons*

**Margaret Duggan.....(410) 647-2722**  
**membership@chesapeakepcusersgroup.org**

### *Public Relations Chairperson*

**Joyce Shue.....(410) 263-3510**  
**pr@chesapeakepcusersgroup.org**

## SPECIAL INTEREST GROUPS (SIGS)

### *New Users Group*

**Sam Shepherd.....(410) 647-6077**  
*MidShore Computer Users Group SIG*

**George Ireland ..... (410) 745-2361**  
**mscug@chesapeakepcusersgroup.org**  
*Technology SIG*

**Mike Regimenti.....(301) 509-6091**  
**internet@chesapeakepcusersgroup.org**  
*Computer Refurbishing SIG*

**Fran Damratowski.....(410) 923-1550**  
**refurbishing@chesapeakepcusersgroup.org**  
*Webmeister*

**Mike DeLucia.....(410) 721-2991**  
**webmeister@chesapeakepcusersgroup.org**

# FBI: Hundreds of Thousands of Computers May Lose Internet on July 9

by  
Ira Wilsker

## WEBSITES:

[http://www.fbi.gov/news/stories/2011/november/malware\\_110911](http://www.fbi.gov/news/stories/2011/november/malware_110911)

<https://forms.fbi.gov/check-to-see-if-your-computer-is-using-rogue-DNS>

<http://www.dcwg.org>

<http://www.dcwg.org/detect> **DETECT IF COMPUTER IS AT RISK**

<http://news.yahoo.com/hundreds-thousands-may-lose-internet-july-181324701--finance.html>

<https://www.techsupportalert.com/content/how-check-if-your-computer-has-been-infected-wide-spread-dns-hack.htm>

<http://www.techsupportalert.com/content/how-change-dns-server.htm>

<http://www.techsupportalert.com/content/how-find-best-dns-server.htm>

[http://www.fbi.gov/news/stories/2011/november/malware\\_110911/DNS-changer-malware.pdf](http://www.fbi.gov/news/stories/2011/november/malware_110911/DNS-changer-malware.pdf)

[https://en.wikipedia.org/wiki/Domain\\_Name\\_System](https://en.wikipedia.org/wiki/Domain_Name_System)

<https://code.google.com/p/namebench> **FIND FASTEST FREE DNS**

<https://use.opendns.com> **HOW TO RESET DNS ON ANY OPERATING SYSTEM**

<https://developers.google.com/speed/public-dns/docs/using> **HOW TO RESET DNS ON ANY OPERATING SYSTEM**

In case you have not heard the news, on July 9, 2012, hundreds of thousands of computers will lose access to the internet. This is not some hoax or urban legend, but a fact announced by the FBI. Following the arrest of an Estonian hacker group which had made millions of dollars from a fraud scheme that infected millions of computers worldwide with a “DNS Changer” malware that redirected legitimate commercial transactions to a series of scam websites. These cyber crooks created a sham company called “Rove Digital” to receive the revenues of the scam. DNS is an acronym for a Domain Name Server, which serves somewhat like an internet phone book, which converts web addresses, also known as domain names (such as [www.theexaminer.com](http://www.theexaminer.com)), into an IP (Internet Protocol) address ([theexaminer.com](http://theexaminer.com) is really 50.116.108.205). By changing the Domain Name Server accessed by an infected computer, it is like replacing an authentic phonebook with a purloined one that has the correct names, but intentionally different phone numbers. Dialing a correct phone number will intentionally connect you to someone who pretends to be the person

whom you called, and that person is a crook; this is what the DNS Changer malware does to an infected computer. As many as 500,000 American computers may have been infected by this DNS Changer malware, as were an estimated 4 million other computers around the world. In addition to modifying the computer’s DNS, the malware also made the infected computers vulnerable to a variety of other malware. The rogue servers were hosted in Estonia, New York, and Chicago.

This scam was very lucrative to the Estonian hackers who made an estimated \$14 million in illicit fees. According to the FBI, this cyber-gang started infecting computers with the DNS Changer malware in 2007, successfully infiltrating millions of computers owned by individuals, businesses, schools and colleges, and government agencies, including NASA. The malware was able to penetrate many of the antivirus products in use, and prevented the installed antivirus and operating system software

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## Computers May Lose Internet on July 9 - cont'd

from updating, which would have likely enabled the antivirus software to detect and kill the DNS Changer. Since the security software would not be updated, there would be no protection from the thousands of new viruses, worms, and Trojans that appear every day, which allowed those computers to become infected with countless additional malware programs and other threats. According to the FBI, "They were organized and operating as a traditional business but profiting illegally as the result of the malware. There was a level of complexity here that we haven't seen before." Since DNS Changer redirected the unsuspecting victims to rogue internet servers, the crooks were able to manipulate the destination of the web connections. In one example of how this scam worked, the FBI said, "When users of infected computers clicked on the link for the official website of iTunes, for example, they were instead taken to a website for a business unaffiliated with Apple Inc. that purported to sell Apple software. Not only did the cyber thieves make money from these schemes, they deprived legitimate website operators and advertisers of substantial revenue." The FBI announced the arrest of the "Rove Digital" Estonian hackers on November 9, 2011.

Since there are likely millions of computers still infected with the DNS Changer malware, the sudden shutdown of those rogue servers would have prevented the victims from accessing many of their favorite websites. In order to allow the infected computers to continue to access the internet, but actually reach their intended websites, the FBI arranged for the rogue servers to be temporarily replaced with legitimate servers, such that the victims' internet access is not disrupted. It is these temporary replacement internet servers that will be shut down on July 9, meaning that anyone who still has a computer infected with DNS Changer as of that date may lose internet access.

In order for users around the world to determine if their computers are infected with

the DNS Changer malware, a consortium of academic, governmental, and private organizations created the DNS Changer Working Group (DCWG), which initially administered the servers that replaced the illicit Rove Digital servers. The DCWG consists of representatives from Georgia Tech, Internet Systems Consortium, Mandiant, National Cyber-Forensics and Training Alliance, Neustar, Spamhaus, Team Cymru, Trend Micro, and the University of Alabama at Birmingham. The website for the DCWG, [www.dcwg.org](http://www.dcwg.org), is hosted at the Georgia Institute of Technology, under a research grant provided by the Office of Naval Research. The DCWG provides a quick method for users to determine whether or not their computers are infected with the DNS Changer malware. According to the DCWG, there are still 350,000 computers infected by the DNS Changer malware that are using the clean servers maintained by the DCWG which replaced the Rove Digital servers.

In order to quickly and safely test if a computer has been hijacked by the DNS Changer malware, the DCWG has created 11 international servers which will report back to the user if his computer is indeed hijacked by DNS Changer; in the U.S. the link for this test is [www.dns-ok.us](http://www.dns-ok.us). The test can be run from any browser, and nothing is downloaded or installed on the computer during the test; it is simply a test to see if the computer is connecting to a correct IP address. The results are almost instantaneous, with a "DNS Changer Check Up" result displayed in an IP graphic; if it is green, the user is possibly free of the DNS Changer malware, but the green graphic does not certainly prove that the computer is clean. When the green display appears, it also says, "Your computer appears to be looking up IP addresses correctly! Had your computer been infected with DNS changer malware you would have seen a red background. Please note, however, that if your ISP is redirecting DNS traffic for its customers you would have reached this site even though you

## Computers May Lose Internet on July 9 - cont'd

are infected.” If the display is red, then it is likely that the computer is one of the many that have been compromised by DNS Changer.

For the computer that is “red”, it will be necessary to clean the DNS Changer malware and then reset your DNS. Most of the current anti-spyware products such as the free versions of SuperAntiSpyware ([www.superantispyware.com](http://www.superantispyware.com)) and the free version of MalwareBytes ([malwarebytes.org/products/malwarebytes\\_free](http://malwarebytes.org/products/malwarebytes_free)) can detect and remove the DNS Changer malware, but it will still be necessary to reset your DNS in order for the internet to properly function on your computer.

Almost all ISP's (Internet Service Providers) offer telephone support that will help the user reset the DNS to the ISP's preferred DNS server. Gizmo's TechSupportAlert has instructions and links on how to find the best DNS server for you ([techsupportalert.com/content/how-find-best-dns-server.htm](http://techsupportalert.com/content/how-find-best-dns-server.htm)), as well as detailed instructions on how to change or reset the DNS settings on your computer ([techsupportalert.com/content/how-change-dns-server.htm](http://techsupportalert.com/content/how-change-dns-server.htm)).

Google has a free DNS utility “Namebench” at [code.google.com/p/namebench](http://code.google.com/p/namebench) that can help the user find the fastest free DNS, with instructions on how to change your DNS at [developers.google.com/speed/public-dns/docs/using](http://developers.google.com/speed/public-dns/docs/using). Another excellent DNS service, OpenDNS, has simple but detailed instructions on how to change your DNS at [use.opendns.com](http://use.opendns.com). If you use Google's Namebench to find the best combination of DNS for your computer and connection, you can use those DNS on your computer by following the instructions given on Google or OpenDNS on how to change your DNS settings; while the default DNS listed on the Google and OpenDNS instructions are excellent and totally adequate, there may be some performance improvement by using the DNS recommended by Namebench. You can always change them again later.

If you enjoy or depend on the internet, it is imperative that you go to [www.dcwg.org/](http://www.dcwg.org/)

detect and see if your browser is connecting to a legitimate DNS. If the results are “green” you are likely (but not certainly) safe from the DNS Changer Trojan, and can probably continue to use the internet after July 9. If you are “red” you must clean your computer of the DNS Changer malware and reset your DNS as instructed above. Regardless of “green” or “red” results, it is always a good practice to periodically scan your computer with a good third-party utility such as SuperAntiSpyware or MalwareBytes to verify that nothing slipped by your security software. Failure to check your computer prior to July 9 may mean no internet for you on July 10.

### DNS Changer Check-Up



DNS Resolution = GREEN

Your computer appears to be looking up IP addresses correctly!

Had your computer been infected with DNS changer malware you would have seen a red background. Please note, however, that if your ISP is redirecting DNS traffic for its customers you would have reached this site even though you are infected. For additional information regarding the

DNS changer malware, please visit the FBI's website at:

[http://www.fbi.gov/news/stories/2011/november/malware\\_110911](http://www.fbi.gov/news/stories/2011/november/malware_110911)

# Microsoft's Free Fix it Center Fixes Many Windows Problems

by  
Ira Wilsker

## WEBSITES:

<http://support.microsoft.com/fixit/>

<http://fixitcenter.support.microsoft.com/Portal>

<http://fixitcenter.support.microsoft.com/Portal/Features>

Some time ago, I wrote about an early beta (pre-release) version of Microsoft's free Mr. Fixit utility. With the early beta test now closed, I am happy to report that Mr. Fixit is alive and well, and offering many times more free fixes than it did when I first reviewed it. Mr. Fixit is now the character or avatar for the Microsoft Fix it Center, which offers automated fixes for Microsoft products online, typically by downloading and installing a specific problem centered client to the PC. According to Microsoft, "Fix it Center finds and fixes many common PC and device problems automatically. It also helps prevent new problems by proactively checking for known issues and installing updates. Fix it Center helps to consolidate the many steps of diagnosing and repairing a problem into an automated tool that does the work for you."

Mr. Fixit and the Fix it Center, available online at [support.microsoft.com/fixit](http://support.microsoft.com/fixit), has an interesting motto that simply describes its functions that can repair many common Windows problems; Easy, Relevant, and Be In Control. In terms of being easy, Microsoft say, "Microsoft Fix it Center makes getting support easier than ever, with tools that help solve the issues you have now and prevent new ones." Mr. Fixit is easy to install and run, fully automated, and provides some degree of preventive care. In terms of being relevant, "Microsoft Fix it Center personalizes solutions for your device, showing you only what pertains to your hardware and software." The phrase "Be in Control" is appropriate because Mr. Fixit provides the user with a simple method to stay in control of the maintenance of the computer

by allowing the user to customize settings (choose the level of automation), manage multiple devices, and enable simple record keeping of all updates and repairs made on each device.

The online component of the Fix it Center ([support.microsoft.com/fixit](http://support.microsoft.com/fixit)) allows the user to optionally select a problem area labeled "1 Select a problem area (optional)" displaying a group of eight large icons labeled Top Solutions, Windows, Internet Explorer, Windows Media Player, Entertainment (Xbox 360 type icon, covers the Xbox, Zune, and Windows Phone), Office (Excel, Word, PowerPoint, Outlook, Info path, Live Meeting, and project), and Other (SharePoint, Exchange, SQL Server, Streets and Trips, and several other Microsoft products). Clicking on one of the eight icons opens a context sensitive window "2 - What are you trying to do?". In this window is listed many of the common problems faced by windows users; clicking on one of the items open a second selection window on its right, offering a more detailed list of issues or devices that are relevant to the original selection. Below that pair of windows are several possible fixes, listed as "3 View or run solutions for (your chosen problem)". In that window is a selection of "Run Now" buttons, each linked to a context sensitive solution. Clicking on the appropriate Run Now button executes a file that contains the likely fixes for the selected problem, repairs any damaged, missing or corrupted files and registry entries, displays results and possible additional fixes, and then quietly exits.

Since I have been having periodic issues with the Windows Media Player on this Windows 7-64 computer, I tried the Fix it Center fix or Media Player problems. It downloaded a small client (339k), loaded a "Troubleshooter", explained what it would try to do and the steps that it will take in order to rectify the problem, and gave me the option of allowing it to

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## Geek Busters! - Part Deux

by

Bryan Lambert – [www.geeks.com](http://www.geeks.com)

In this week's [Tech Tip](#) we'll look at some common "techy" misconceptions that we'd like to dispel with "[Geek Busters!](#)" - sending myths into hiatus! Without further preamble, I give you our items for this week's Tech Tip Geek Busters!

### #1 Facebook wants to charge you money for its service



It seems like a week doesn't go by that the rumor mill churns yet again that [Facebook](#) wants to charge you some kind of fee for its service. Basically, put them out to pasture - Zuckerberg and company loves your information that we all (maybe too) freely give out to want to charge us for the privilege of paying him to give it. So, feel free to grouse about the latest changes to the format but know that for now and into the foreseeable future, **That Facebook is content to just be happy mining YOUR data.**

### #2 Apple "invented" the PC (or the MP3 player; or the Tablet computer).



All of these are an astounding no. Apple marketed one of the first Do It Yourself (DIY) personal computers (for an

astounding \$666.66 (no, Steve Jobs is not the Antichrist either) and had a strong foothold in the market well before IBM unleashed its version of the PC onto the world a few years later - but many companies marketed computers well before Apple (some notable examples are the MITS Alter; HP 9100 (and even if you want to dig further back you can find examples like Honeywell's Kitchen computer and even the DIY Simon that you could purchase the plans for).

Ditto for MP3 players (remember the Genica Tavarua) and **tablet computers have been around for ages** (it just took Apple to make them fun and bring them out of the business world and into our lives - with tons of knock-offs coming on its heels screaming "me too! me too!").



### #3 Running

#### Windows Updates will ruin my computer

Actually, quite the opposite may be true - if you avoid running updates, especially security updates, you put your computer at risk. While it is true that every once in a while an update has some - unexpected consequences - for the most part you are better safe than sorry running the update. However, it has to be said that if you update an

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# Change of Allegiance - Does the Antivirus Software You Use Really Matter?

by

*Greg Skalka, President, Under the Computer Hood User Group, CA*

*March 2012 issue, Drive Light*

*www.uchug.org*

*president (at) uchug.org*

I just switched to a new antivirus program. I'd been a loyal user of my previous program for over five years, which seems like an eternity in the ever-changing computer software business. I've wondered for some time if it mattered which brand I used. Although there are probably dozens of antivirus programs available, some of which are even free, I have only ever used four. Am I using the best one? Is there a best one? Would I be wasting my time trying to determine the best one? And is what is best relative to my needs anyway?

I was surprised at the results of an informal survey taken at one of our recent general meetings. Our membership appears to use a wide variety of the available antivirus offerings. Around a dozen different vendors were being used by our members, with no one source having more than 10% of the market in our group. With the market apparently so fragmented, can one brand really be that much better than the others?

I don't deny the importance of computer security. It is a common tenant of cyber security that every computer should run an antivirus program to protect against those threats. Microsoft believes this so much that every version of Windows since XP performs checks to see that an antivirus program is installed and that the virus signatures are not out of date. I'd just like to see proof that the antivirus software is doing its job.

One of my problems with antivirus software is that, at least in my experience, it seldom finds any viruses. I've tried to be diligent in my regular computer maintenance, running

antivirus and anti-malware software once each week and keeping the signatures updated. My anti-malware software will often find some kind of spyware or malware on one of my computers to quarantine or delete, but from all the probably hundreds of hours I've spent running antivirus scans, I've yet to find a virus. I do know viruses still exist out there in the cyber world, as I have seen others have them. My daughter had a virus on her laptop last year, and this month we found the Conficker worm on some network servers at the company I work for. Since I've not found any, could I be running just a placebo antivirus program?

I guess the effectiveness of antivirus software is something we may have to take on faith. I've never seen comparisons or reviews of antivirus software that evaluated the ability to detect or remove particular threats.

Usually the software's rating is based on less essential but more measurable parameters like ease of use, cost or manufacturer's reputation. With new virus threats appearing constantly (or so we are led to believe), how can a program's ability to quickly recognize something new be evaluated in advance? Selecting an antivirus program might be similar to choosing a religion, in that all you have initially is your faith in your choice, and you won't likely find out until much later whether you chose correctly.

I originally started out (over a decade ago) using Norton Antivirus, as it was one of the first and few of this type of program on the market. They also offered a lot of rebates

## Antivirus Software - cont'd

on their products, so I could usually get my antivirus every year for free. I really liked the Norton Utilities, and so it was not long before I was using Symantec's Norton SystemWorks suite. I also really liked the ZoneAlarm firewall, and so used their free version for many years alongside the Norton suite. Eventually, however, Symantec came out with their own firewall program, and they made a decision that has soured on their products to this day. Symantec made their Antivirus product incompatible with the ZoneAlarm firewall, probably to promote their own Norton firewall. This made me have to choose between them, and ZoneAlarm won. I don't think I've purchased a Symantec product since.

Around this time, ZoneAlarm came out with their own security suite, ZoneAlarm Internet Security Suite. It combined my favorite firewall with antivirus and anti-spyware. It was also usually available periodically for free after rebate (my favorite kind of software), so I used their suite on all my computers for at least five years. The ZoneAlarm antivirus never really impressed me, but at least it worked well with their firewall, and so I had faith that it was protecting me.

In the last year, however, the ZoneAlarm antivirus turned into a real nuisance. It became a drag on my computer's resources, slowing it down considerably while updating and while scanning. Every time my computer was started, the suite tried to check for updated antivirus signatures. This process took minutes to complete, and occupied the computer to such an extent that it was not possible to use it until the update was completed. This became very annoying, as it slowed my computer just as I was most interested in using it. If I wanted to boot my computer quickly to look up something on the Internet, it added additional minutes to my search time. It

also suddenly went from a few hours to overnight and more to run an antivirus scan. I even tried (unsuccessfully) to disable the antivirus updates. Finally I had enough and decided to look for a new antivirus program. This also coincided with the end of my ZoneAlarm ISS subscription and the apparent end of their rebate deals.

During this time I had also used McAfee's antivirus briefly on a new computer that came with a free trial, and used it on the computers provided by my employer. I didn't think it was anything special.

A trusted reference was the deciding factor in my selection of a new antivirus program. Our group's webmaster has been using ESET's NOD32 antivirus software for many years, and had nothing but good to say about it. He claimed it used little hard drive space and ran quickly with little impact on computer performance. I considered using it in conjunction with the free version of the ZoneAlarm firewall, but a rebate deal on ESET Smart Security persuaded me to try another firewall program as well. I bought two of the three-user packs, and figured I was set for all my computers for the next year.

I soon found out why the ESET Smart Security 4 suite was offered at a discount, as within a month Smart Security 5 was released. I was allowed a free upgrade to version 5, but found upgrading from 4 to 5 had issues. It was much better to install version 5 from the web (using my normal activation information), as it allowed the installation on a drive other than the boot drive. The firewall also seemed to work better this way. I'm still learning about ESET's firewall, but their antivirus seems to live up to its reputation as easy on resources. I guess I have something new to have faith in.

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entire operating system, then there is the strong possibility that many of your favorite programs will not migrate well to the newer version of the operating system (not that this has ever held me back - thank goodness for Virtual Machines and especially for XP Mode on Windows 7)

## #4 Dell (or Apple, or HP, or Acer; or “insert companies name here”) manufacturers their own computers

While some companies may still ASSEMBLE some of their computers to order, most computer companies no longer own any manufacturing facilities or make their own computers. There are a few exceptions, but for the most part, large computer companies have third party manufacturers build their computers (which is why some of the largest BUILDERS of computers are companies that you may have never heard of, such as Quanta Computer, Compal Electronics and Hon Hai Precision (aka, Foxconn Electronics)).

Be assured that the computer you are probably reading this Tech Tip on was more than likely not actually MADE by the company that is on the label. This is one of the big reasons computers are basically considered commodity items (yes, even that shiny Apple PC - rolling off the same assembly line with Dell, HP, etc.) and tend to have similar repair rates (which also means that they also tend to use many of the same OEM parts and components as well). **This doesn't mean that your computer was made poorly; or even that one computer may be “better” than another - it just means that they are all pretty much the same.**

## In Conclusion

We hope you liked this week's Tech Tip! While urban legends and myths run rampant in the tech arena, rest assured that we here at Tech Tips have your back and are ready to beat back the hounds of ignorance and set a world on fire with Geek Busters!

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## Evolving Technology

by

*Bill James, Editor / Webmaster, Computer Club of Oklahoma City*

*February 2012 issue, eMonitor*

*www.ccokc.org*

*wijames (at) sbcglobal.net*

It's fascinating to me to see how technology is evolving. Who knew that our lives would be transformed so radically in a scant 30 years? My first encounter with a PC was with some friends were early adopters buying Commodores, Atari's and later IBM PC Juniors for the kids. They seemed to know that PC's would be something that their children should be acquainted with. As for me I could not put that vision into perspective. It wasn't until years later that I could fully see the possibilities.

When I got my first computer I tried to find tasks that I could do with it. As I have heard some say the best way to become acquainted with your computer is to find a 'killer' application. It could be a game, a productivity project using word processing, a spreadsheet or PowerPoint presentation. It could be anything that requires a computer to complete or possibly just a game such as Solitaire.

cont'd on Page 2

## Microsoft's Free Fix it Center - cont'd

identify and repair the problems automatically (recommended), or allow me to choose the fixes. I chose the recommended option, and the troubleshooter ran, detecting the problems. After the first attempt to repair my Media Player, I was given the choice to reset my Media Player and libraries, or do nothing; I chose to reset it. In my particular case, the Fix it Center was able to successfully reset my Windows media player and its scripting activities, but was unable to repair the Media Player Library. I was then asked to load the problem program, Windows Media Player, and asked if Mr. Fixit had successfully resolved my problem; it did not, but offered some additional possible solutions.

One of the most common irritants faced by many PC users is that their computer is running sluggishly, and appears to be much slower than when new. While there are many possible reasons for this degraded performance, the Fix it Center offers some possible automated fixes for this dilemma. From the Fix it Center main webpage ([support.microsoft.com/fixit](http://support.microsoft.com/fixit)), click on the Windows button, and then in window #2, select "Fix performance, errors, or crashes". In the right window, select "Slow performance, startup, shut down, or memory". In window #3, select the Run Now button adjacent to, "Fix Windows system performance problems on slow Windows computers; Automatically troubleshoot and

repair Windows performance problems. Improve, optimize and speed up Windows computers and make slow running PCs faster." That will initiate the downloading of another small 339k client that offers performance improvement diagnostics and solutions. Accept the license terms, and the performance "Fix it" client utility will be installed. Either allow it to detect and fix problems automatically (recommended by default), or let it detect performance problems and then you can select from a menu of possible fixes. On my desktop computer the only performance issue that it detected, which I chose to intentionally not repair, was that I had several programs loaded at boot.

There are hundreds, if not thousands of possible Windows fixes freely available from the Fix it Center, and it has become my first choice when looking for a fix for Windows problems. The Fix it Center detects the operating system on the computer (Windows 7, Vista, or XP), and displays appropriate fixes explicitly for that operating system and whatever Microsoft product is connected or installed on that computer.

Whenever a PC user encounters what may be a Microsoft related problem, the Fix it Center would be an appropriate first choice to check for a possible solution. The Fix it Center utilities may not just identify the problem (as well as other related problems unknown to the user), but may

## PowerPoint - cont'd

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are using you can obtain a PowerPoint viewer from Microsoft at <http://www.microsoft.com/download/en/details.aspx?id=13>. You can include a copy of the viewer on the disk with the PowerPoint presentation. A viewer allows a person to view the presentation, but not make changes to the program.

Converters and viewers are available for other Office products at <http://office.microsoft.com/en-us/downloads/office-online-file-converters-and-viewers-HA001044981.aspx>.

At our May 9<sup>th</sup> meeting, you will create a PowerPoint presentation so bring your laptop with PowerPoint loaded on it and some pictures of an event such as a wedding or your grandchild 1<sup>st</sup> birthday. Wouldn't it be great to share that birthday when the child is four or five years old or at the first birthday of their first child?

I will be using the Office 2010 version of PowerPoint, but what we will be doing can be done with any version of PowerPoint.

The Next Regular Meeting will be at  
The Severn River Middle School

**Wednesday**  
**May 9<sup>th</sup>, 2012**

Meeting will be held in the large meeting room.

It starts at 7:00 P.M. with club business  
and a short discussion period.

*You're invited to a presentation*

*on*

***Power Point Presentations***

*by*

**Fram Damratowski**

Members and their friends are welcome to  
come, ask questions and become enlightened.

## How to Find: Severn River Middle School

SRMS is close to the Arnold, MD campus of the Anne Arundel Community College. From Annapolis and points south, take Rte 2 (Ritchie Highway) north about 3 miles from the intersection of Rt. 50, **turn right on College Parkway**. At the first light, turn left on Peninsula Farm Road. (Of course, if you are coming from points North, you would turn left onto College Parkway) about a half-mile down the road the large SRMS school building, set back off a large two level parking lot, will be visible on your right. Park here and go to the main entrance. Signs will be posted to direct you to the **Large Group Room** where we will be meeting.

How to find: The Technology SIG, A ChPCUG  
Special Interest Group\*\*

The meetings are held at the SRMS in the Library.



1783 Forest Drive #285  
Annapolis, MD 21401

FIRST CLASS

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Evolving Technology  
*.... and a little bit more!*

**Note:** The date above your name on the mailing label is the expiration date of your membership. Contact the Membership Chairman (page 2, column 2) to update.

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