



# NEWSLETTER

*The Best Accessory  
for your PC!*

## MAIN MEETINGS

**West Side.....Tue, November 17**

CollegeAmerica, 6533 N Black Canyon Hwy, Phoenix

**East Side .....Wed, November 18**

University of Advancing Technologies

2625 W Baseline Rd, Tempe

(one block west of Fry's Electronics)

**Fountain Hills ..Thu, November 19**

Fountain Hills Library, 12901 N La Montana Drive,  
Fountain Hills

**Presentation— Win-7 and associated material**

**Check our Website at [www.PhoenixPCUG.org](http://www.PhoenixPCUG.org)  
to verify subject matter and time changes .**

**ALL meetings!**



### Phoenix PC Users Group Officers

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Vice President: David Yamamoto  
Secretary: Chuck Lewis  
Treasurer: Lo Hardman

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Membership Coordinator: Chuck Lewis  
Webmaster: Hank Pearson  
Fountain Hills Coordinator: Tj  
East Side Coordinator: Marion Smith  
West Side Coordinator: Bill Aulepp  
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### Steering Committee:

**Officers and Members who are present  
at the 6:00 P.M. West Side meeting.**

### *Inside this Issue...*

Web Tour.....	4
Dot Crime Manifesto.....	6
Google Docs 4Everyone.....	8
Convert Your Slides to Images.....	10
A Tale of Last Resort.....	13
Information Please.....	14

# THOUGHTS FOR THE MONTH

## FROM YOUR VICE PRESIDENT

Our website (PhoenixPCUG.org) was not available for several days. It is back up and operating now. The board is taking steps to insure the problem is not repeated. In the process of restoring access to our site, we were required to provide business identification.

This underscores the need for the board to continue working on our SOP (Standard Operating Procedures). Thanks,

*David Yamamoto*

## FROM YOUR EDITOR

Regarding the above David took matters in hand and went to the Corporation Commission, the IRS, and then to the Domain provider to perform "Mission Accomplished" A special thanks to David.

We have all heard of Facebook and Twitter but did you know there are many other specialized "Social/Commercial" Website Services that are useful in exchanging information in specialized areas. Some deal in news stories, job opportunities and even bookmarks to name a few.

The reason these Websites are useful is they not only make the information you upload available to you but also to others. By processing this information (along with the information sometimes millions of other user have uploaded) you have the advantage of seeing what other people have posted or you can obtain lists or statistics of what has been posted.

See "Information Please" on page 14.

*Bill Aulepp*

## PPCUG's Ride Sharing Program

Bill Aulepp, long time group member has volunteered to coordinate member communication for those who need rides and those who can provide them.

To join the program for either side, email Bill at [bill@aulepp.com](mailto:bill@aulepp.com) Provide your name, your address, a way to contact you, and whether you can give or need a ride. Please do not wait until the last minute to request a ride,

Bill will gather the information from everyone who responds and connect up drivers with riders. It will be the responsibility of the individual members to organize the actual rides, dates, and pick up information.

## Able to Provide a Ride?

Are you willing to pick up, transport and drive another member to one meeting a month? As an added bonus, any driver participating will receive one extra raffle ticket each time they drive a member to a meeting.

# MEETINGS

## CALENDAR

For room and time changes,  
check your website: [phoenixpcug.org](http://phoenixpcug.org) .

### GENERAL MEETINGS

WEST SIDE: CollegeAmerica (see map - page 16)

- Tuesday, Nov 17, 2009
- 6:00 PM Steering Committee
- 6:30 PM - Q and A
- Followed by Presentation.

EAST SIDE: University of Advancing Technology (see map - page 16)

- Wednesday, Nov 18, 2009
- 6:30 PM - Q and A
- Followed by Presentation.

FOUNTAIN HILLS: Fountain Hills Library (see map - page 16)

- Thursday, Nov 19, 2009
- 6:30 PM - Q and A
- Followed by Presentation.

### SIG MEETINGS

WEST SIDE: CollegeAmerica (see map - page 16)

- Digital Photography Sig
- Followed by: Digital Video Sig
- On hiatus.

FOUNTAIN HILLS: Library (see map—page 16)

- General Sig Meeting is also on hiatus.

# WEB TOUR

All of the Web Tour sites are archived and are instantly available on our website. Don't waste time-consuming typing of the site address. You can get there from here with a simple click on our website.

## [AVG Anti-Virus Free Edition](#)

Protect your computer from viruses and malicious programs.

## [Avira AntiVir Personal - Free Antivirus](#)

Detect and eliminate viruses, get free protection for home users.

## [Avast Home Edition - Free Antivirus](#)

Protect your PC against the latest viruses and spyware.

## [Ad-Aware Free Anti-Malware](#)

Protect your personal home computer from malware attacks.

## [LimeWire](#)

Share files online.

## [Malwarebytes Anti-Malware](#)

Detect and quickly remove malicious threats to your computer.

## [YouTube Downloader](#)

Download YouTube videos and convert them to various formats.

## [WinRAR \(32-bit\)](#)

Take full control over RAR and ZIP archives, along with an ability to unpack a dozen other archive formats.

## [Orbit Downloader](#)

All Videos, Music, One Click.

## [FrostWire](#)

Share files on Gnutella and Bittorrent network.

## [Vuze](#)

Find, download, play media content on bittorrent network.

## [Advanced SystemCare Free](#)

Protect, repair, optimize, and clean your computer in one click.

## [Foxit Reader](#)

View, print, and convert your PDF files.

## [VLC Media Player](#)

A free media player

## [Camfrog Video Chat](#)

Join live-video chat rooms from around the world.

## [Glary Utilities](#)

Fix, speed up, maintain, and protect your PC.

## [Virtual DJ](#)

Beat-match, scratch, and mix your MP3 or video files.

## [TeamViewer](#)

Share your desktop with another person via the Internet.

All of the above files can be obtained from your search site are they are on cnets "download.com"

# BUSINESS CARDS



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Campus Director

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## SMART IDEAS!

*Computer Solutions & More!*

Joseph E. Shipley

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*joeship@cox.net*

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Phoenix, Arizona 85029  
(602) 942-8204

**PC**  
Users Group  
phoenixpcug.org

### How to Submit Commercial Advertisements

Send commercial ad copy and payments to:  
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(Note: AD PAYMENT MUST ACCOMPANY AD unless credit arrangements have been made).  
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Quarter Page (3.75" by 5.0") \$15.00 Note: Oversized ads are charged to the next higher size rate!!

Business Cards (2.0" by 3.5") \$ 5.00 (minimum of 3 months prepaid)

For questions please contact David Yamamoto 602 418-1249 or write to above.

Submission deadlines are the 25th of each month prior to month of publication. Prices subject to change without notice.

## DOT CRIME MANIFESTO

### dotCrime Manifesto

Reviewed by John Lundgren, Member,  
NOCCC (North Orange County Computer  
Club) California  
Orange Bytes, August 2009  
[www.noccc.org](http://www.noccc.org)  
editor (at) noccc.org

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This is a book review of the above hard cover book, which has a subtitle (in upper case) of HOW TO STOP INTERNET CRIME. The ISBN-13 is 978-0-321-50358-9; the publisher is Addison-Wesley. The book has four sections: 1. 'People not bits', 2. 'Stopping the cycle', 3. 'Tools of the trade', and 4. 'The accountable web'.

The book is a bit more than 400 pages. MSRP=\$24. A 35% discount is available when ordered from the publisher if your user group is a member of the Pearson User Group Program) (<http://www.informit.com/store/product.aspx?isbn=0321544714>)

The author, Phillip Hallam-Baker, lectures and knows how to keep his audience's attention, at least in print, since I can't speak for his in-person lectures. Although the book's subject seems rather dry, this author kept me entertained with anecdotes such as the Mr. Coffee machine example on P. 62, and good Web historical content.

It's not filled with geek speak, it's an excellent Layman's guide, and I think it's a good read. I should point out that although the author is British, I thought it odd that I didn't find the text to have typi-

cally British grammar; perhaps that's because his employer is a U.S. company. To help the reader refresh, each chapter is ended with a page of Key Points for review. Some examples have a reference number and in the back of the book there is a list of reference notes for each chapter.

This book discusses the Internet crime problem with historical examples and in the future what must be changed to reduce this problem. The book describes the crimes on the web, and points out that they are essentially the same crimes that have been going on for eternity, just that they have now been adapted to the web. It's the same old fraud, confidence games, tricksters, liars, cheats and thieves. Hallam then points out that the reason these crimes prosper on the Net is lack of accountability, and how this makes it difficult or impossible for law enforcement to trace down the suspect. He explains his well thought-out solutions to these problems.

One example he uses is the automobile, and how early on people found that license plates and driver's licenses, and traffic laws that made people accountable have helped to make the highways a much safer place.

Hallam then shows how to make the net accountable through the widespread use of public key encryption to make certain that transmissions are really from where they say they're from. Again I should point out that as the author stated in the preface he has deliberately avoided the use of Geek Speak, or jargon. This helps the layman to truly understand the simple, underlying principles and methods he lays out. The author is a senior at Verisign,

*(Continued on page 7)*

## DOT CRIME MANIFESTO

*(Continued from page 6)*

and thus has to speak for his company at times when he puts forth solutions, since his company is involved in this. But the book is not a sales brochure for his company's products. Throughout the book, he stresses the user's experience, and how security and accountability must not negatively impact the user.

I quote one of my favorites: "The user is ... bombarded with information he simply doesn't need, such as warning dialogs of the type that lawyers write to dump responsibility for security onto the user." I can speak from my own experience how important this is. I have seen situations where, in the name of security, the password complexity and mandatory change intervals are so onerous that most users have their passwords written on a Post-it on their monitor. This completely defeats the security! Anyone can walk up and sign on as another person.

In one example that Hallam used, you want to know that your child is visiting a chat room that is for children, and that other chatters are not pedophiles posing as children. Some form of authentication must be required so that the chat room users must prove that they are children, yet must not require the child to reveal his or her true identity. Then I had to think about his example of Alice, and her visit to the local bar. He points out that the bartender only needs to know that Alice is of legal drinking age, but Alice does not need to prove that she is Alice - that's none of the bartender's business. And the bartender does not need to know how many times Alice has been there before.

Thus, when Alice shows her driver's license, it is really revealing too much information. These are interesting thoughts,

now that he has compared the online world to a situation in the real world I hope you find this book as enjoyable as I did. I just hope that his accountability solutions are soon implemented; they were desperately needed long ago.

### A Few Closing words

I must mention spam, for that is one subject the author discusses. Right now our email statistics show that more than 90 percent of all emails are spam, which means we are continually deluged with a tsunami of junk emails. Of the remaining 10%, some of those emails are spam that managed to sneak through, so the actual percentage is even higher than 90 percent. Statistics from some authoritative sources say it's 92 percent. That small percentage that sneaks through is still enough to make it worthwhile for the spammers. If no one bought any of their fraudulently advertised products, the spammers would have to do something else to make money. Two wise advisories are:

1. Never buy anything advertised in junk email.
2. Never click on a link that is in a junk email.

This is especially true for phishing emails, those that say your bank or Paypal requires you to verify your account. If you have reason to believe that the email might be true, go to your web browser and type in the URL for the bank or [www.paypal.com](http://www.paypal.com), and log in using this method. If you click on a link in a junk email, it will steal your account and password. My hope is that all the spammers get thrown in jail. I was elated to read recently that a prolific spammer was locked up for 3-1/2 years. The problem is there are many more out there. Will the Net survive? Only time will tell.

## GOOGLE DOCS 4 EVERYONE

### Google Docs 4Everyone

Reviewed by John Krill, Member, NOCCC (North Orange County Computer Club) California  
 Orange Bytes, August 2009  
[www.noccc.org](http://www.noccc.org)  
 editor (at) noccc.org

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (see e-mail address above).

Confession first: I'm a big Google fan. After two nightmare situations with Yahoo!, I went over to the bright side and got a Gmail account. Now I have four Gmail accounts. The center of my Internet existence is Google's Personal Web portal. I also use Google Blogger for three blogs. Lastly there is Picasa for organizing all my photos and the Picasa's web space for displaying the photos I want to share with others.

The one Google application that I have wanted to use but have put it off is Google Docs. This application is a word processor, spreadsheet, and presentation program in one wrapper. Why use Google Docs when Microsoft Word and Excel are fast and easy to use? The primary reason is Google Docs ability to easily collaborate and share with others.

You can't learn this stuff on your own -- can you? That's where Google Docs 4Everyone comes into play. Let's be honest I really didn't think I needed a manual to learn Google Docs. I was wrong. The first chapter alone gave me information on Google accounts that I've already

taken advantage of. If you only read about the collaboration tools (Chapters 5, 8, and 10) in Google Docs you will benefit greatly. The book covers word processing, spreadsheets, presentations, and collaborating and sharing the documents you work with in Google Docs.

Remember the manual you received with your software? Well Google Docs 4Everyone is your manual for Google Docs. It's that simple. Most of you have a wealth of knowledge using word processors, spreadsheets, and presentation software and

what you need is a manual that gives the basics of Google Docs, especially its limits. The important subjects are those that make Google Docs special. Primarily its collaboration tools and Google Docs ability to publish to the Web and

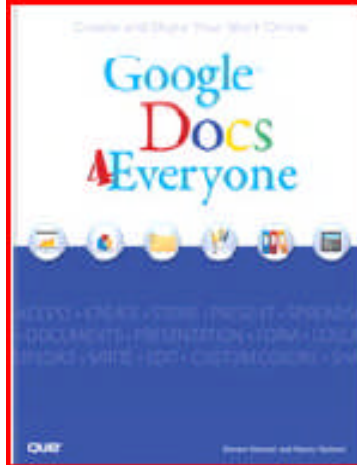
post to blogs. It's

all covered in Google Docs 4Everyone.

This book is very much recommended. I'm now a big fan of Google Docs because of Google Docs 4Everyone. The list price for Google Docs 4Everyone is \$19.99 and it can be had at Amazon for \$13.59. (It also can be ordered from the publisher with a 35% discount if your group is a member of the Pearson User Group program).

Google Docs 4Everyone is authored by Steven Holzner and Nancy Holzner. 251 Pages. Publisher: QUE, 800 East 9th St., Indianapolis, Indiana, 46240.

(<http://www.informit.com/store/product.aspx?isbn=0789739364>)





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***There is a way you can support your user group.*** Smart Computing Magazine will give a gift subscription to the Phoenix PC Users Group to be used as a door prize, raffle, etc., for each five subscriptions received from our group. Subscriptions can be applied for with the subscription coupon below or by phone as long as you use our group's unique source code number (8305) when beginning the subscription.

For each paid subscription using the source code 8305, our user group will be credited one credit. Results are calculated each quarter, and credits will accumulate until the group reaches five paid subscriptions, at which time they will contact the PPCUG.

In the event our group does not reach the five paid subscription mark by the end of the quarter, credits will be carried over into the following quarter until the amount reaches five paid subscriptions, at which time a free subscription will be issued.



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## CONVERT YOUR SLIDES TO IMAGES

### Converting Slides to Digital Images

Written by Bruce Preston, president, West Mountain Systems, Inc., long-term board member of DACS and conducted the Random Access sessions at the General Meetings as well as chaired the Microsoft Access SIG.

[www.dacs.org](http://www.dacs.org)

[bpreston \(at\) magas.net](mailto:bpreston@magas.net)

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Author's Note: This article best appreciated if read while listening to Paul Simon's Kodachrome.

By my estimate, over the last 40 or so years, I have taken about 6,000 slides. Topics include such things as family get-togethers, Formula 1 and Can-Am races at Watkins Glen, SCCA races at Lime Rock Park, bike tours in Vermont, the U.K, Western Europe, and steam locomotives in Colorado, Vermont, Pennsylvania and New Jersey. For all of these I much prefer the color fidelity and permanence of slides over prints.

Unfortunately, slides also require either setting up a projector and screen or using a hand-held viewer, and don't easily lend themselves to sharing. Years ago I had a Polaroid SprintScan 35 film scanner, but it required a SCSI adapter card and Polaroid went under without delivering drivers for Windows 2000 or XP. It was also somewhat slow taking about 2 minutes per scan. I will grant you that it delivered high quality images. My brother in law has scanned a few slides using a flatbed scanner with a light box cover, but the resolution was not great. It was acceptable for distributing by e-mail or posting

on a web page, but not satisfactory for full screen viewing.

A few months ago I discovered Ion Audio's "Slides 2 PC" 35 mm Slide and Film Scanner. It is a nifty compact device that consists of housing containing a fixed-focus USB 2.0 camera, a white-balanced light source and a pair of carriers – one that can hold 3 mounted 35 mm slides, the other for 6-exposure 35 mm negative strips. System requirements are minimal – Windows XP or Vista, and a USB 2 port. *(If you only have USB 1.1 you will need to add a USB 2 card to your desktop or get a USB 2 PCMCIA card for your notebook. I tried it on my old notebook and the driver refused flatly stating that it needed USB 2.)*

Slides 2 PC comes bundled with ArcSoft's Photo Impressions 6, a consumer-friendly image capture/editing/cataloging program commonly bundled with digital scanners and cameras. The scanner appears as a TWAIN device, I happen to prefer the free (for personal use) IrfanView as I have used IrfanView for years. <http://www.irfanview.com/> One thing I disliked about the ArcSoft package was its insistence upon loading an always resident module.

I don't know if the device will work with a Mac – next time Scott is around with his Mac we'll see if it recognizes it. Since it is a TWAIN device there is a good chance as long as your bring your own software.

Operation is simple; I'll describe the process when using IrfanView. Select the TWAIN source from the FILE menu, and then select ACQUIRE/BATCH. The first dialog box asks for a target folder, a root filename, the starting number and the number of digits. I created folder "\\My Documents\My Pictures\VBT Tours\1972" as the folder, "VBT\_" as the filename root, 1 as the

*(Continued on page 11)*

## CONVERT YOUR SLIDES TO IMAGES

*(Continued from page 10)*

starting number, and 3 as the number of digits. I clicked OK and the scanner loaded with a real-time preview. In this case of a blank white area since I hadn't loaded a slide. Note that since it is a video camera rather than a moving scanner mechanism there are essentially no moving parts within that can get out of calibration.

The carrier is hinged along the long side – open it, place 3 slides in the slide carrier or a film strip in the film carrier and close it. Slide the carrier into the scanner until you feel it click at the first positioning notch. In about a half second the image will appear, then reappear once the auto-exposure kicks in. Tap the top of the scanner and the image is captured to memory. A thumbnail appears above the preview image. Slide the carrier to the next notch and repeat the process. Reload and repeat until you have up to 12 thumbnails. Click on the first, shift-click on the last one to select them all, then click on the 'Transfer' button on the screen and they will be written to disk. Resultant JPEG images are 2592x1680, 24 bit color depth. They average about 2.5MB in size.

If you use Photo Impressions 6 as part of start up you get a configuration screen for the scanner where you may select image size, color depth, JPEG or TIFF, and specify whether you are scanning transparencies (slides), color or B/W negatives. IrfanView just uses the defaults of JPEG at 24 bit color depth.

As far as speed is concerned, on this lazy Sunday afternoon I scanned 60 slides in 33 minutes without rushing. This included taking the slides out of the Bell & Howell 'Slide Cube' and reloading them. I have yet to go into the JPEGs to rotate the images that need to be turned from landscape to portrait orientation – IrfanView can do that with a single key-press.

For those who like spec sheets:

5 mega-pixel scanner

USB 2.0 interface

f/6.0 four element glass lens

Fixed focus, auto-exposure and color balance

More information at <http://www.ionaudio.com/slides2pc>

Sources – I did a little web searching while wrapping up this article. The average eBay auction over the last 60 days closed at \$85 including shipping. J&R has it for \$79.99 plus shipping which I suspect will put it right about \$85. If you like rolling the dice, from time to time a factory refurb shows up on eBay at about \$65.

If you have many slides or negatives that you'd like to convert to digital, give this unit some thought. I'm very happy with it.

## HOT AIR

The hot-air balloonist was lost, so he yelled to a man on the ground. "Excuse me! Where am I?" "You're in a balloon," replied the man on the ground.

"You must work in information technology", the balloonist said. "Yes," replied the man. "How did you know?"

"Because what you've told me is technically correct, but of no use to anyone."

"You must be a business manager", the man on the ground called back.

"I am," replied the balloonist. "But how did you know?"

"You don't know where you are or where you're going," answered the man on the ground. "But you expect me to be able to help. You're in the same position you were in before we met, but now somehow it's my fault."

## A TALE OF TWO PRINTERS, A SCANNER, AND A CD DRIVE

### A Tale of Two Printers, a Scanner, and a CD Drive

Written by Bruce Preston, president of West Mountain Systems, Inc., long-term board member of DACS who conducted the Random Access sessions at the General Meetings as well as chaired the Microsoft Access SIG, Danbury Area Computer Society, CT  
www.dacs.org  
bpreston (at) mags.net.

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (see e-mail address above).

**Printer #1:** About two months ago, my friend/dentist called to say that he had a problem with his Epson Stylus CX-3810 Multifunction printer. Usually when he printed, a pop-up window would appear showing the level of his ink cartridges. This had disappeared. In addition he could not get it to appear when he went to the printer's property page by way of Control Panel > Printers. He had wasted two hours on the phone with Epson's support "somewhere" - they had him uninstall the printer and reinstall it twice, and finally they used the generic "not my problem" cure - they told him to "reinstall Windows." Fortunately he didn't follow that instruction.

**Printer #2:** About a week ago, I had a problem with my HP OfficeJet 6310, a multifunction printer. It just ceased to respond to print requests, although the scan and copy functions worked just fine. I tried doing a "repair install." HP's large hourglass thing came up for a while, a screen flashed by too fast to read, and the setup utility concluded before asking me what to do. I went to the HP site and found that they had a 38MB download of basic drivers for "Corporate Use Only." Reading the description, it detailed that this was a lightweight install for distributing over a corporate network such that the printer's functions could be shared over a local area network (which I do) without the baggage (not their phrasing) of all the add-on software that the con-

sumer installation puts on each machine. The consumer install puts "HP Director" - a dashboard appli-

cation, various photo manipulation software, various photo sharing software, and the ubiquitous automatic check for updates application. The one thing that it would lose would be the ability to send a scan to a desktop application at a selected machine by pushing buttons on the printer's control panel - "pushing" the scan to the computer rather than "pulling" it from the computer. This is a feature I don't need. The lightweight install was just what I wanted. In addition, it said that if it found the consumer drivers it would uninstall them. I downloaded it and cranked up the installation program from the command line as instructed. Again, I got the large hourglass, a too-fast-to-read pop-up, and then nothing.

**Scanner:** About a month ago there was a Q&A Posting on SmartComputing where a reader had a problem with an Epson Perfection 2580 scanner. Upon pushing the scan button he got a message on his computer's display that a DLL was unable to save the file. Previously it had worked fine. He too had not gotten a solution from Epson support.

**CD Drive:** About two weeks ago a friend of mine in Michigan had a problem with a CD drive. It "just disappeared." When she had installed an upgrade to her antivirus software it had complained about an incompatibility with the CD burner software (the software came with the machine when new). She ran the uninstall program which crashed, and the drive disappeared from the device manager.

What do all of these have in common? It appears that all the problems were caused by corrupted registry entries. It is unknown what might have corrupted the registry entries, perhaps an update from either the vendor or Microsoft - but I won't point fingers without evidence. Whatever the cause, the standard response of "uninstall/reinstall" or "repair reinstall" didn't fix the system.

The good news is that free RevoUninstaller from [www.revouninstaller.com](http://www.revouninstaller.com) resolved all four problems

*(Continued on page 13)*

## A TALE OF TWO PRINTERS, A SCANNER, AND A CD DRIVE

*(Continued from page 12)*

in minutes. After uninstalling the broken software we were able to install components without a problem.

RevoUninstaller loads quickly and presents you with a very inclusive list of things that it offers to remove for you. I found it notable that it presented the list within a second whereas the standard Add/Remove Programs takes about a minute to populate on my machine. When you select something to uninstall, it gives you three options:

- 1) Safe - fast uninstall and a scan of the hard disk for left over files.
- 2) Moderate - same as Safe with an additional extended scan of the system registry for left over entries.
- 3) Advanced - Same as Moderate but with a deeper registry scan. Takes a bit more time but finds and/or clears more.

I have always used the "Advanced" option. RevoUninstaller analyzes the application for a moment and then uses the application's native uninstall mechanism first. Upon completion it then does its own digging. When done, it presents you with a tree-view of what it found in the registry with full path to the registry keys. The items it suggests for deletion are shown in bold, and have an adjacent check box. I have always used the SELECT ALL and the DELETE button. Having cleaned the registry of leftover, it then displays a similar page with a list of leftover files, and gives you the same option of selecting files for deletion. Again, I have used SELECT ALL and DELETE to good effect.

Why it works - this is just an educated guess but I suspect it to be accurate. When an application is installed, along with the core .EXE files the vendors often include a multitude of dynamic link libraries - DLLs, which are either provided by the vendor or a third party. These DLLs provide common functionality across products. (For example, almost every application in Windows is likely to make use of COMDLG32.DLL from Microsoft - this Common Dia

log module provides the ubiquitous FILE / OPEN, FILE / SAVE, FILE / PRINT dialog boxes. DLLs are activated from the .EXE by way of registry entries. If COMDLG32.DLL has three functions (known as Entry Points) then it would have three registry entries, one for each function. Now suppose an update is installed - it may replace a DLL with a newer one, and may insert a new registry entry to point to the new DLL. But, if some other application also makes use of the DLL that has been replaced, it may break. For this reason when you uninstall something you may see a warning message that asks for permission to remove a component that might be shared.

I suspect that the first two printer problems weren't cured by the reinstall SETUP because the SETUP found either the leftover files or left over registry entries and decided that it wasn't necessary to continue, and thus either skipped a critical step or just decided to bail out. By running RevoUninstaller the machine was wiped clean in such a manner that the SETUP was forced to do all of its operations.

For what it's worth - the HP installer seems to be a homegrown custom module rather than an installer based upon the almost industry standard InstallShield product. I don't know about the Epson installers or the one for the CD drive. There are several products used for creating installations - InstallShield, Wyse, Microsoft's MSI, etc. I won't go so far as to say that the problem is specific to any particular installer product - in fact, they may all be innocent and victims of a sloppy update.

Lastly, I'm not a fan of the various "registry cleaners" as I have found them to be either a scam (We've found 4,513 problems in your registry. We will remove 33 of them, and if you pay us \$29.95 and we'll remove the rest!) or to work only on the registry without delving into the innards of related applications. Revo Uninstaller seems to approach the registry from the application's side and work from the outside in, rather than from the registry side and work from the inside out. Again, that's just my educated guess. Be that as it may, I highly recommend RevoUninstaller.

## INFORMATION, PLEASE

WHERE TO GO WHEN YOUR SEARCH WEB DOES NOT PROVIDE IT.

There are a passel of new websites with social and commercial services on the internet. Twitter, a new word, will probably appear in future dictionaries. Facebook is also becoming a standard for friends to exchange greetings and personal information.

Below is a list of some of the latest of these information services with information as published on their websites or Wikipedia to explain their mission. If you wish more detail go to my favorite source, Wikipedia, or to the websites themselves.

### TWITTER

Twitter is a privately funded startup with offices in the SoMA neighborhood of San Francisco, CA. Started as a side project in March of 2006, Twitter has grown into a real-time short messaging service that works over multiple networks and devices.

In countries all around the world, people follow the sources most relevant to them and access information via Twitter as it happens—from breaking world news to updates from friends.

### DIGG

A social news website made for people to discover and share content from anywhere on the Internet, by submitting links and stories, and voting and commenting on submitted links and stories. Voting stories up and down is the site's cornerstone function, respectively called *digging* and *burying*. Many stories get submitted every day, but only the most *Dugg* stories appear on the front page. Digg's popularity has prompted the creation of other [social networking](#) sites with story submission and voting systems.

### LIKENDIN

LinkedIn is the world's largest professional network with over 50 million members and growing rapidly. LinkedIn connects you to your trusted contacts and helps you exchange knowledge, ideas, and opportunities with a broader network of professionals.

### YAHOO BUZZ

Yahoo Buzz is a [Digg](#)-like Yahoo product where users can rank stories from a set of pre-approved publishers. Yahoo then combines users rankings with search engine trends to determine the 'buzz' of particular stories. Every day, a few of the top Buzz articles will be bumped onto the Yahoo.com main page, giving the story potentially the widest audience possible on the internet. Reports suggest that, in tests, links to Wired.com received over 2 million unique hits in 2 hours. Yahoo says that they are able to rotate coverage on the main page for smaller sites unable to keep up with the traffic.

### DELICIOUS

Delicious is a Social Bookmarking service, which means you can save all your bookmarks online, share them with other people, and see what other people are bookmarking. It also means that we can show you the most popular bookmarks being saved right now across many areas of interest. In addition, our search and tagging tools help you keep track of your entire bookmark collection and find tasty new bookmarks from people like you.

### REDDIT

A social news website on which users can post links to content on the Internet. Other users may then vote the posted links up or down, causing them to

*(Continued on page 15)*

## INFORMATION, PLEASE

(Continued from page 14)

become more or less prominent on the Reddit home page.

The site has discussion areas in which users may discuss the posted links and vote for or against others' comments. Reddit also includes topical sections called "reddits" (colloquially called "subreddits"), which focus on specific topics, such as politics, programming, "not safe for work", or science.

### MIXX



Latest news and top videos and photos from around the web Lists user-recommendations for stories, photos and videos. Customize the start page, join private groups, and rate content.

### FACEBOOK

A social web that connects people with friends and others who work, study and live around them. People use Facebook to keep up with friends. Users can add friends and send them messages, and update their personal profiles to notify friends about them

selves. Based on college Facebooks used to acquaint new members with each other.

### STUMBLEUPON

Website used to discover and share great websites. As you click  Stumble!, it delivers high-quality pages matched to your personal preferences. These pages have been explicitly recommended by your friends or one of 8 million+ other webservers with interests similar to you. Rating these sites you like () automatically shares them with like-minded people – and helps you discover great sites your friends recommend.

### VIADAO

For a change of venue let's go overseas. Viadeo is the largest professional social network in Europe and emerging economies, provides solutions for companies in advertising, marketing, recruitment and network management. Creates one to one relationships with like professionals. Provides individuals access to the European passive job market.

**DID YOU KNOW YOU CAN GET YOUR NEWSLETTER  
ELECTRONICALLY EACH MONTH ?**

**Or did you expect to get a copy electronically and still  
received a paper copy?**

**Just send an email —**

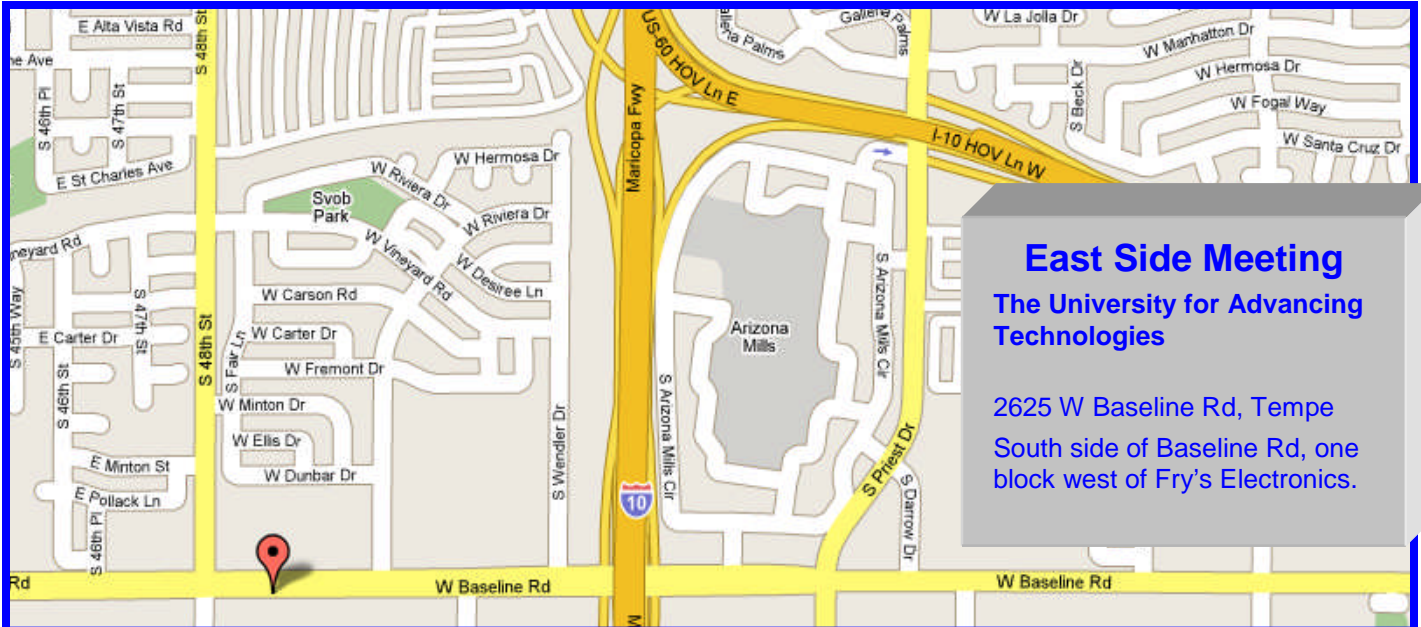
***members@phoenixpcug.org* or check the box on your  
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when the newsletter is available.**

**MAKE SURE YOU INCLUDE YOUR EMAIL ADDRESS !**

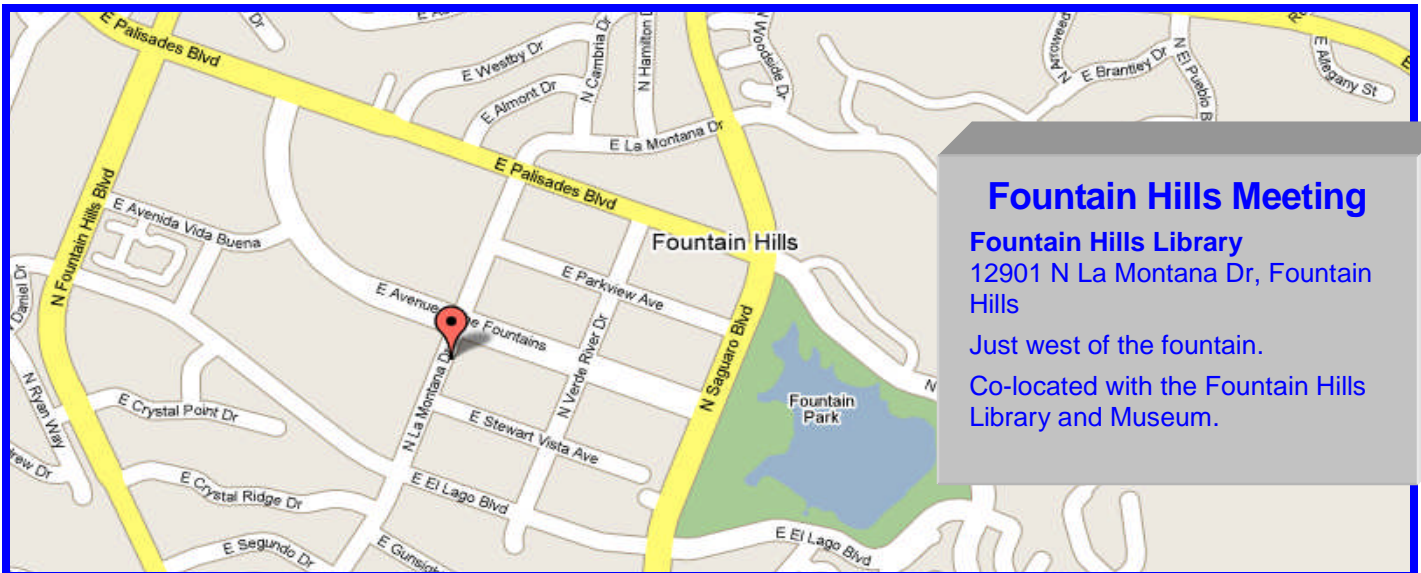
# HOW TO GET THERE



**West Side Meeting**  
**College America Room 2**  
 6533 N Black Canyon Hwy  
 Phoenix  
 Turn right (east) on McLellan Blvd.  
 Immediately turn right (south) into parking lot..



**East Side Meeting**  
**The University for Advancing Technologies**  
 2625 W Baseline Rd, Tempe  
 South side of Baseline Rd, one block west of Fry's Electronics.



**Fountain Hills Meeting**  
**Fountain Hills Library**  
 12901 N La Montana Dr, Fountain Hills  
 Just west of the fountain.  
 Co-located with the Fountain Hills Library and Museum.



# MEMBERSHIP DUES

**The Official Policy of the Phoenix PC Users Group is that we do not condone software piracy in any form.**

*DUES \$36 THROUGH  
DEC 31, 2010*

## Phoenix PC Users Group Membership Application

First: (Please Print) \_\_\_\_\_ Initial: \_\_\_\_\_ Last: \_\_\_\_\_

Address: \_\_\_\_\_

City, State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Please note: We DO-NOT share phone numbers outside the club, and will generally only use your phone information, if we cannot contact you in timely fashion, via e-mail, or the club web-site

Release my address to vendors ?  Yes  No Note: Phone numbers **will not** be listed.

E-mail address: \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

May the club share your e-mail address  
with other members only?  Yes  No

With club approved vendors?  Yes  No

Please do not share  
my e-mail address

Receive Electronic newsletter  
in place of printed one  Yes  No

Mail this completed form with payment to:

**Phoenix PC Users Group**  
5555 N. 7th Street, Suite 5  
PMB101  
Phoenix, AZ 85014



*The Best Accessory  
for your PC!*

Web address:  
[phoenixpcug.org](http://phoenixpcug.org)

# November 2009

The Newsletter of the Phoenix Personal Computer Users Group  
"Users helping users to understand computers"

STAMP

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PHOENIX AZ 85014-2575