



NEWSLETTER

The Best Accessory
for your PC!

MAIN MEETINGS

West Side.....Tue, July 19

CollegeAmerica, 9801 North Metro Pkwy E, Phoenix

East Side.....Wed, July 20

University of Advancing Technologies
2625 W Baseline Rd, Tempe
(one block west of Fry's Electronics)

Fountain Hills.....Thu, July 21

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

Presentation this month:

IE shortcuts, Search techniques with Google, useful & hidden features of Windows, Best of Leo Laporte & Data Doctors. If time permits, more info on Windows 8 & IE 9.

For subject or other changes, check our website: phoenixpcug.org

Phoenix PC Users Group Officers

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

Staff Members

Membership Coordinator: Chuck Lewis
Webmaster: Bill Aulepp
Fountain Hills Coordinator: Nancy Ogden
East Side Coordinator: Open Position
West Side Coordinator: Bill Aulepp
Public Relations: Open Position
Newsletter Publisher: Bill Aulepp
Newsletter Editor: Michael Bishop

Contact Information

David Yamamoto: President@PhoenixPCUG.org
Allen Hunt: Vicepres@PhoenixPCUG.org
Chuck Lewis: Secretary@PhoenixPCUG.org
Lo Hardman: Treasurer@PhoenixPCUG.org
Board of Directors: BOD@PhoenixPCUG.org
Bill Aulepp: Publisher@PhoenixPCUG.org
Michael Bishop: Editor@PhoenixPCUG.org
Bill Aulepp: Webmaster@PhoenixPCUG.org

Steering Committee:

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

INSIDE THIS ISSUE...

SEVEN "WORD" ANNOYANCES—EASY FIXES	4
CELL PHONE LINGO	6
CLOUD COMPUTING	7
GOOD FENCES MAKE GOOD DESKTOPS	8
DO NOT TRUST SUPPORT	10
DON'T PANIC!	12
HOW TO RECOVER DELETED FILES	13
UNDERSTANDING SYSTEM RESTORE	14
IS VOLTAIC CHARGING A SCAM	15
BACKUP USING "KISS"	16
Short Circuits....zzzt!	17

THOUGHTS FOR THE MONTH

FROM YOUR PRESIDENT

It sure is hot, oh well, jump in a pool quick!

Some additional information about the current state of affairs with Windows might be helpful to put things in perspective. First of all is the performance improvement with Windows 64 bit vs. 32 bit. While XP had a 64 bit version, it was not until Vista & 7 that the performance compatibility had been fully resolved. At least to a great extent, and with virtual capabilities in the advanced versions of Windows 7, such as Ultimate, backwards compatibility in the XP mode became fully capable of using older hardware & software that the user might have already invested in such as parallel printers, etc.

Secondly is the improvement due to advanced processors capable of addressing large amounts of RAM memory from the XP level of 2 GB maximum to 4 GB up to 8 GB. This allows for better multitasking capability, with the Windows paging file. This was matched with improvements in hard drive performance and capacity, thus resulting in computers that are extremely capable of doing advanced functions only dreamed about within XP, such as video editing.

Thirdly is the improvement in security, plugging security holes through patches and updates. We've talked about this topic numerous times within our meetings and we will continue reminding people about them.

Another way of looking at this is similar to many of our cars that have way too much horsepower and speed. Most of us have no need to go 120 miles an hour.

Many users are also using computers extensively for growing areas of Internet usage as in social media such as Facebook, electronic commerce such as Amazon, banking and governmental applications such as renewing a driver's license. Also don't forget gamers, Internet TV, movies, news and email.

Further in this month's issue was the topic of product reviews and this might make an interesting topic for part of our presentations. Some of mine include Leo Laporte, PC MAG, Data Doctors.

A survey of users and favorites might be helpful. In fact a general survey of all our users as recommended by a user for what things they use their computer for is a great idea and we will try that.

David

FROM YOUR EDITOR

Do we really need Windows 8? Or Internet Explorer 9? The time gaps between introductions of new "upgrades" of the Microsoft flagship programs have become increasingly shorter – 5 years between XP and Vista, 3 more years to Windows 7, and now 2 years to Windows 8. What can we expect in late 2012? What do we have to look forward to, more programs and techniques of value only to a miniscule number of computer users, programs that merely take up monstrous gigabytes of memory? Various industry surveys have found that Windows XP is still the most popular program that is used to sign in to the Internet, with about 40 percent of the total. Back to that old saw: "if it ain't broke, don't fix it."

Outside of the entertainment value of social networks, or online movie feeds, or "black box" games, etc., the most frequent usages of a computer by a home or small business user remains word processing, spreadsheet applications, and business communications (at least for companies not heavily involved in electronic technology). And it is perhaps only these few uses that may have permanent or even long-lived value.

Various arguments have been made that the earlier programs are susceptible to malware and hacking. But, sadly, such is an unavoidable characteristic of any and all human endeavors. Just as there are unsavory, illicit, and simply annoying miscreants and practices in any phase of everyday commerce, such is the case with the Internet. It is not necessarily for monetary gain, or terrorism, or any tangible reason, as long as there is something in the Internet that can be disturbed, troublemakers will go for it. And as for writing an unbreakable code, if one human can write it, another can decode it eventually. And besides, it keeps unemployment low in the anti-virus vendor business anyway.

No, I don't think we need another program to maintain viability of the Microsoft name, despite the claims of the advocates. And don't even get me started on the lack of need for compatibility with every possible handheld device - telephones, netbooks, electronic books, and the like. How about settling the long-lasting compatibility tiff between Microsoft and Macintosh camps that has spread into the war between telecommunications vendors first?

Michael

MEETINGS

CALENDAR

For date, subject and time changes, check our
website: phoenixpcug.org

PRESENTATION THIS MONTH

IE shortcuts, Search techniques with Google,
useful & hidden features of Windows,
Best of Leo Laporte & Data Doctors.
If time permits, more info on Windows 8 & IE 9.

NOTICE

A survey at the meeting will be taken of things members do
on their PC's, cell phones, cameras, etc.
Also a review and evaluation of a list of proposed
presentation topics which have been divided into three levels of interest
Covering Beginners, Intermediate and Advanced members
We want to do meeting presentations that will best serve and
interest our members

GENERAL MEETINGS

WEST SIDE: CollegeAmerica (see map page 18)

- Tuesday, July 19, 2011
- 6:00 PM - Steering Committee and Election of Officers
- 6:30 PM - Q and A
-

EAST SIDE: University of Advancing Technology (see map page 18)

- Wednesday, July 20, 2011
- 6:30 PM - Q and A
-

FOUNTAIN HILLS: Fountain Hills Library (see map page 18)

- Thursday, July 21, 2011
- 6:30 PM - Q and A
-

WORD ANNOYANCES AND THEIR EASY FIXES

7 LITTLE WORD ANNOYANCES AND THEIR EASY FIXES

Nancy DeMarte ndemarte (at) Verizon.net
Sarasota PCUG, Inc. www.spcug.org
Sarasota FL
Sarasota PC Monitor, March '11

Below is a collection of frustrating things that can happen when using Microsoft Word. These annoyances can occur in any version of Word although most are geared to Word 2007 and 2010. In Word 2003, the fix-it steps may be different.

Annoyance 1 -- You accidentally press the Caps Lock key on your keyboard before typing a paragraph. When you finish, you find everything in capital letters.

The Fix: Rather than retyping the whole paragraph, highlight the text, then click the "Change Case" button (Aa), located on the Home tab in the Font group. Click "Sentence case" to transform your paragraph into normal sentences.

Annoyance 2 -- You create a party invitation with a light blue background (Page Layout tab - Page Color). But when you print it, the background is white.

The Fix: Office has set Word to not print full page background colors, probably to save users from wasting ink. You can, however, make the colored background print. Click the Office button, then Word Options -- Display. Put a check mark next to "Print background colors and images," then click OK. Until you remove this checkmark, all colored backgrounds will print.

Annoyance 3 -- You're working on a document where you've set the text size to be a fairly small 10 points. But you find that the text is too small to view comfortably while you're typing.

The Fix: Drag the Zoom slider located in the bottom right corner of the Word window to the right to enlarge the screen view of the text. When printed,

the text will be 10 points no matter how big it appears on the screen.

Annoyance 4

You find that the spaces between lines of text in your document are wider than you want.

The Fix: If all the spaces are wider than expected, you can change the line spacing for the whole document at once. On the Home tab, in the Editing group, click Select -- All to highlight all the text. Next click the Line Spacing button in the Paragraph group and select 1.0 for singlespacing or one of the other choices.

Note: Word will not remove extra space after paragraphs when you choose a line spacing size. To remove extra space after a paragraph, select the paragraph before the extra space, click the Line Spacing button and choose "Remove Space After Paragraph."

A more permanent way to create no extra space between paragraphs is to open the Paragraph group dialog box launcher (small diagonal arrow) on the Home tab and put a checkmark in front of "Don't add space between paragraphs of the same style."

Annoyance 5 -- Every time you type an email or web address into a document, it turns into a clickable hyperlink with (underlined blue text, even if that isn't your intention.

The Fix: The quickest fix is to right click the address and select "Remove Hyperlink." But this is only a one time remedy. To remove this action permanently, click the Windows button, then this sequence: Word Options -- Proofing -- Auto-Correct Options -- AutoFormat As You Type. Remove the checkmark next to "Internet and Network paths with hyperlinks" and click OK.

Annoyance 6 -- You find that as you type, distracting wavy red and green lines show up under words and phrases.

(Continued on page 5)

WORD ANNOYANCES AND THEIR EASY FIXES

(Continued from page 4)

The Fix: Word is set to check spelling (red lines) and grammar (green lines) as you type. This is another Proofing option which comes enabled from the factory. To turn off one or both of these features, go to Word Options (Office button - Word Options) and click Proofing. Remove the checkmarks next to "Mark grammar errors as you type" and "Check spelling as you type." You can always check spelling and grammar after your document is complete by clicking Spelling & Grammar at the left end of the Review tab.

Several of these fixes involve the settings found in the Options area of the Office 2007 menu (File menu in 2010). Options are available for all the Office programs (Word Options, Excel Options, Access Options, etc.) These default settings were determined by in-

tions menus, which resemble this Word Options window with the Auto-Correct box open:

Annoyance 7 -- You often save documents to the same folder which is buried within other folders in My Documents. It takes several clicks to find this folder each time you want to open or save a document to it.

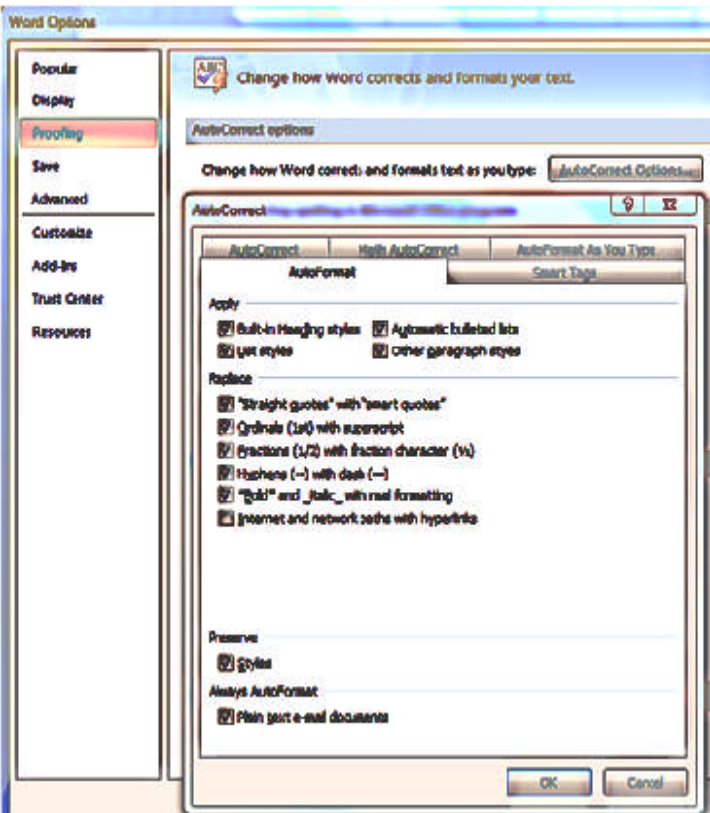
Fix 1: You can find almost any folder on your Windows Vista or 7 computer by typing its name into the Start Menu search box just above the Start button. Often it takes only a letter or two before the folder appears in the search results. On the downside, you have to do this each time you want to open the folder.

Fix 2: A way to make any folder immediately available is to add it to the Favorites section of the navigation pane. This pane appears on the left side of any explorer window where you are viewing, opening or saving files and folders. To make a folder a Favorite, start by creating or opening a file, like a document, and click Save As, which opens the Save As dialog box. This reveals the navigation pane on the left, showing a list of possible places to save the file. Navigate to the folder you want to make a favorite so that it is the last item in the history bar across the top. Then right click the word Favorites in the left pane. From the drop down menu, click "Add current location to Favorites."

Your special folder will now appear in the Favorites list. It will also appear in the Favorites list of the other MS Office programs on your computer, such as Excel and PowerPoint. To remove a folder from Favorites, right click the folder and select Remove.

Using a computer should be fun as well as useful. Take a few minutes to think what your personal computer annoyances are and try to find fixes for them.

Customizing your programs makes using the computer much more enjoyable and efficient.



terviews with thousands of people who use Office regularly in the workplace workplace. If you find that the factory settings are causing you more trouble than help, changing them is a simple task. All Office users should take a personal tour of the Op-

CELL PHONE LINGO

CELL PHONE LINGO

By Wil Wakely, President,
Seniors Computer Group, San Diego, CA
The Official Electronic Newsletter of the
Seniors Computer Group
www.SCGsd.org

When it's time to buy or upgrade to a new cell phone, are you as confused as I am with all the fancy terms and acronyms in the sales pitch? They make my head spin. Some of the terms you will encounter refer to the technology generation of the phone, as in G0 to G5. About every 10 years the next larger G (generation) number appears denoting a major improvement in cell phone technology. Each generation improves the speed, security, power usage, range and reliability of cell phones.

G0 refers to the original mobile telephone, a large unit stored in the car trunk with a hand-set between the driver and passenger seat. Remember those? Essentially it was a souped-up short-wave radio. These first made the scene via Motorola and Bell Telephone in the 50's.

Next came G1 using GMS tech (see below) which also was analog, first introduced in Japan in 1979 and later in the USA in 1983. In 1992, G2 was a major improvement using digital technology vs. analog that was used in G1. So what's the difference? Analog is a continuous smooth signal like whistling a tune. Digital rapidly samples the song and converts each small time segment into a series of ones and zeros, or digits. Through some clever complex calculations, these digits are converted back to the original sound tone and volume. The advantages of digital are that the data can be compressed and encoded for security and no information is lost as long as the 1/0 signal can be detected, even from a lot of accompanying noise.

In 2001, G3 was introduced using a new technology called CDMA (code division multiple access) developed by our local Qualcomm company. This is a very complex encoding that allows many more users on the same channel at the same time.

G3 is probably the most common system in use today.

G4 arrived in 2006 and allows 1 Gbt/s (one gigabit per second) downloads from a fixed location or 100 mbt/s (megabits per second) from a moving vehicle. These high speeds allow streaming high-definition video (HD movies) on your cell phone. Also, connections to the Internet are faster and better. G5 is still in the lab and promises even more features, but may not arrive before 2020.

The cell phone field is rampant with 3, 4, and 5 letter acronyms. Here are a few that a salesman may try to impress you with:

GMS (global mobile system): still widely used in older phones.

TDMA (time domain multiple access): sharing the airwave in small time slots.

FDMA (frequency domain multiple access): sharing the airwave in different frequencies.

CDMA (see above).

An analogy to the problem of multiple access is a room (channel) in which people wish to talk to each other simultaneously. To avoid confusion, people could take turns speaking (time division), speak at different pitches (frequency division), or speak in different languages (code division). Other terms you may encounter are LTE (long term evolution), OTDMA (orthogonal TDMA) and WiMax (similar to WiFi). These are fancy names for some of the latest improvements in the field. So the best strategy for buying a new cell phone is to read the reviews and then find a salesman you can trust.

Some of the above information may help you understand his pitch and also impress him with your knowledge.

CLOUD COMPUTING

CLOUD COMPUTING

Dick Maybach n2nd (at) charter.net

Although you can hardly pick up a computer publication without being assaulted by references to *cloud computing*, the term has been abducted by marketing organizations to the extent that it means almost nothing. Today, "cloud" is to computing as "natural" is to food. Although the term means little, the concept is very valuable, and is something that most computer owners use every day. I define cloud computing as using storage or processing resources on the Internet. Most of us already use cloud computing far more than we realize; for example, every e-mail we receive sits on our ISP's disk until we download it to our PCs, and when we use Google Maps, much the processing and all of the storage occurs on Google's hardware. In the extreme, cloud computing could evolve to the point where our computer would consist of only a keyboard, mouse, display, and perhaps a printer, with just enough processing power and software to support a Web browser. Google foresaw this as the future of home computing and began developing their Chrome operating system to support it.

A simple example of cloud computing is a backup service, which continually backs up all your data whenever you are connected to the Internet. You don't have to think about it, and because your backups are stored at a different location, they are safe even in case of a local catastrophe. A similar use is synchronizing data among several computers, where the data might be files, contacts, and your favorite Web sites and (with care) their passwords. Many people also use the cloud to share information with others, for example by using Facebook for personal information, Flickr for photos, or Google Docs for documents. Cloud storage is both convenient and inexpensive; indeed, many vendors offer up to two gigabytes free.

All the above examples are data storage ones, but there are also cloud processing services, such as Google Docs. Google Docs supports the common of-

fice tasks such as word processing, spreadsheets, and presentations, which means you can perform these without purchasing an office suite and having to keep it updated. It also allows on-line collaboration (where, for example, several people edit the same document), although few home users are likely to need this feature. Like cloud storage, cloud processing is inexpensive or even free.

By now, you may be thinking, "What's the Catch?" Somebody has to pay for these services, as providing them requires nontrivial costs for computer hardware, support staff, and communications. In some cases, the free service is a limited sample to entice you to purchase a more versatile one. In others, you are the product being sold. Your habits and preferences are valuable commodities that advertisers will pay to learn about. For many of us this is a fair trade; in return for the convenience of Google's search engine, we tolerate the ads in the sidebar and being directed to sites that want to sell to us.

However, there are some security and safety caveats involved. Security is complex for a cloud vendor; your data are stored on the same disks, the same memory, and pass through the same processors as everybody else's. The process is much like what happens in a commercial laundry or dry cleaner, where everybody's clothes are tagged and thrown together into a large machine. Afterwards, somebody looks at the tags to get them back to their proper owners. Contrast this to a bank deposit vault, where only your key can open the box where you place your documents. Even at such competent vendors as Google, there have been instances of data leaking from one customer to another, and many cloud vendors are start-ups who have much less expertise than Google. This means that you should take responsibility for safeguarding your data. For example, if you back up your disk in the cloud, encrypt any files (such as those containing passwords or on-line banking data) that present security risks. I store my passwords using KeePassX, www.keeppassx.org/. Its file is always encrypted on your PC's disk, and you can safely back it up anywhere. I also use Gnu Pri-

(Continued on page 8)

GOOD FENCES MAKE GOOD DESKTOPS

(Apologies to Robert Frost)

By Joe Asling, Columnist, Monterey Bay Users Group – PC, California

June 2011 issue, mbug-pc newsletter

www.mbug.org

Jhasling (at) comcast.net

I like a neat desktop. In XP, I would right-click on the desktop to get a context menu, then click New/Folder and name it "Internet" or "Utilities" or whatever. I would open it and fill it with shortcuts to all the applicable programs. This way, any program (or other file) I needed was two double-clicks away. But in Windows 7, when you create a new folder, it is a nasty double-columned Windows Explorer folder, and if you accidentally click in the left column, you lose all your nice shortcuts (you can get them back with the left arrow in the upper corner, but...). So I needed another way to organize icons.

Now, the Start Menu in W7 is an improvement. You can right-click on any program icon and select "pin to Start Menu" or "pin to toolbar."

The programs you use all the time (Internet browser, mail client) can sit on the toolbar and be up in one click, and programs you use frequently are a click of the Start button (the circle with the windows flag in the lower left-hand corner) away. You can customize how the Start menu and the toolbar look by right clicking on the toolbar or Start button and clicking on "Properties."

The best thing about the W7 Start Menu is that each program you have used has a little right-pointing arrow at the right side; hover the mouse arrow over it and you will see, and can open, the files you have recently opened with that program—admirable!

OK, now to the fences. There are files I don't use all the time (backup program, scanner software, manuals for hardware I haven't played with a lot yet) but don't want to go digging for in Windows Explorer.

(Follow To Right)

(Continued from page 7)

vacy Guard (gpg), <http://www.gnupg.org/>, to encrypt files and e-mail. (Both of these programs are available for the Windows, Mac, and Linux platforms.) By the way, when you encrypt a file, be sure that only the encrypted version is ever placed in a directory that is backed up in the cloud.

Safety also is not trivial. Vendors do go out of business and, even if they keep operating, they may find that providing cloud services isn't profitable. Not all of them back up their storage, which means that their hardware failures and software bugs can destroy your data. If you use the service for back-up or synchronization, this isn't a problem because the chances of simultaneous failures in the cloud and on your PC is negligible. However, if you store your only copy of your photograph or music collection in the cloud, you are risking disaster. In the case of cloud processing, you should also be concerned about the format in which your data is stored. It does little good to download the file containing your novel if it's stored in a format that only the (now out of business cloud vendor) could read.

Stardock makes a free program called "Fences"

<http://www.stardock.com/products/fences/>

Essentially, it creates shaded areas on the desktop into which you can drag shortcuts, just like with XP's folders. When you first install it, there are some wizards you can use to configure your fenced areas, or you can just go freeform. You can name them, resize them, and move them. You cannot minimize them as you could folders in XP, but—almost as good—just double-click on the desktop, and voilà, they disappear. Double-click again and, voilà, they come back. (Curiously, other desktop icons, such as the Recycle Bin, disappear also, but you can right-click on the icon and select "Exclude this Item from Fences' quick-hide.") You can do a lot of other stuff, like resize icons, from the context menu when you right-click on the desktop. So, happy fencing in Windows 7!

SMART COMPUTING MAGAZINE -SUPPORT



There is a way you can support your user group. Smart Computing Magazine will give a 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.



USER GROUP PROGRAM 8305

SmartComputing.com/groups [Order on line](#)

1 Year.....\$29

2Years.....\$48

3Years.....\$64

Name (Please Print) _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ E-mail _____

Payment Options (Check One)

Payment Enclosed Bill Me

Discover American Express Visa Master Card

Card Account Number _____

Expiration Date _____

Signature _____

Mail To: Smart Computing PO Box 86380 Lincoln, NE 68501-9807 OR

Call To Order 800 733-3809 402 479-2136 Or Fax 402 479-2183

DO NOT TRUST SUPPORT

DON'T TRUST SUPPORT

Allan S. Greenberg, LACS
[http:// www.lacspc.org](http://www.lacspc.org)

Although my wife oftentimes would ask me for help with her computer I usually do not like to touch it. Sure, I would help her with some simple operations, but when it came to something more involved I really had to back off. The reason is that her computer belongs to the university, and they were in charge of the management and configuration. Several times I had attempted to help, but I was stopped because Administrator rights were necessary, and she did not have them.

For a long time I had procrastinated to set up her home multifunction printer for those reasons. However, the time had come when she desperately needed to print. So, I took her computer, a Dell laptop running Windows 7 Enterprise edition, and with the hope that Windows 7 was smarter than previous versions, I plugged the USB printer cable into her computer. Everything seemed to go fine as Windows 7 correctly identified the printer and proceeded to install the necessary printer files and drivers. I knew from my previous experiences with multifunction printers that this was not the correct way to install a multifunction printer. Usually you put in the printer installation CD (which we didn't have, and anyway was issued before Windows 7) before you connect the printer to the computer, and at some point in the installation process you are prompted to connect the printer with the USB cable.

Everything went well, and I think I remember even receiving a message stating that the printer was installed successfully. I went to print a test page and I waited, and waited, and waited. Nothing happened. I took a look at the print queue and I could see that it said printing, but it was clearly not. Indeed the printer was not correctly communicating with the computer. The test print was stuck in the print queue. Often times I can clear the print queue without rebooting by opening a Command Window, and issuing "net stop spooler." However, the message, "Your do not have sufficient rights." stopped me from resolution other than a reboot.

The work-around as is oftentimes the case in these situations was to connect her older laptop and use it to print the desperately needed material. This was the situation for quite a few months as I successfully ducked doing anything approaching proactive intervention. That is until the older computer would not let us login, and there was a desperate

need for some printed material. Since this was a Dell laptop, and a Dell multifunction computer, who, I thought, would be better prepared than Dell to help out with this problem. Into the Google search bar I entered "Dell technical support." Up came a very nice web page for Dell technical issues with a phone number, 855 698 3244, and 24/7 support. *(Continued on Page 8)* Perfect, I thought, because it was late Sunday night and it had to be the least busy time.

The automatic answer only had 2 choices which I thought was rather streamlined but still peculiar. They were 1) An existing problem and 2) A new problem. With the selection of 2) I was almost immediately connected to a live person. Great. He spoke with a very heavy accent from India, and between the accent and the connection lack of quality it was difficult to understand him. He asked what the problem was, and then immediately asked permission to take control of our computer by going to the LOGMEIN site. I was a little put off by this because the usual progression of technical support interactions is to first go through preliminary information such as name, telephone, email, and most importantly the Serial Number for the computer to determine if it qualified for support. I could only suppose that perhaps once he had access to our computer it was much more efficient to upload all this stuff. After all this was Windows 7 and who knows what tricks were built into the new OS.

Almost immediately he went to the Event Viewer, put in some filter requirements in the Applications to only show "Critical Events." What returned were 7126 Critical Events.

Most of these events had to do with Group Policy errors. These were probably generated because she was on a Windows Server Domain network, some policy was not processed correctly. However, my support tech from India quickly seized upon these errors to announce that these errors were blocking the printing from taking place normally. His suggestion for resolution was to employ a Windows Certified Technician to take care of the problem. Furthermore, he added, the computer could crash at any time with all loss of data! He repeated the last warning quite a few times.

In order to add to his dire warning he brought up the temp directory. The easiest way to do this is to go to "Start | Run" and enter %temp% in the text box. This turned up folders and files numbering something over 160 entries. He stated that these

(Continued on page 11)

DO NOT TRUST SUPPORT

(Continued from page 10)

were running and interfering with the correct operation of the computer. Once again there was the warning that the computer could crash at any time with 100% loss of all data. I felt this to be a little strange and I was wondering if it was a language problem with what he called "running" while I told him that these were just stored items on the hard drive. Then I threw some gas on the fire and I asked him if he thought there was a virus of some kind on the computer. "Of course," he responded, and once again I would need to employ a Certified Microsoft Technician to take care of the problem.

There was more back and forth with the technician, but he stuck to his resolution for the Certified Microsoft Technician. To help me see the light, he next opened up a Notebook window, and started to type in "Greek Squad," but the typing quickly escalated to pasting in text and not typing by character. He pasted in Best Buy, Staples, and some others, and in the next line that was pasted in it said it they could take care of the problem and it would cost \$400 to \$500 and there was no guarantee.

A new line was now added as he was talking that if they supplied the service it would only cost \$199.95 and the service was good for one year. I said to him that this was a new computer and wasn't it covered by the Dell warranty? He said the Dell warranty only covered hardware, and not software. I mentioned to him that this was not our computer and we did not have Administrator rights and would this be a problem in working with the computer. "Of course not," he replied. All of this did not seem quite right, and the tech support I had worked with in the past did not seem anything like this. Even if I wanted to I could not commit to the purchase of this support. It was not our computer and my wife had an IT department that was supposed to take care of these things.

I asked if he could give me a problem ticket number for reference. He said he would call right back with one. It was already 1:30 am (of course computer problems always are worked on in the wee hours). After over ½ hour of waiting I gave up.

When I woke up in the morning, I thought about all the ways the tech was working, and the more I thought about it the more I felt it was not right. Another thought I had that my slowly working mind finally illuminated was that my wife had several printers in her office that she could successfully print to. All those errors that the tech person said

were blocking the printing were not blocking in her office. I went back to their web site and I more carefully inspected it along with the URL, my phone support. com/dell-support/... I didn't think too much about the URL late that night because I thought that was just the way Dell directed their support traffic. In fact it was not an official Dell web site but a web page for Dell users of a company that sells support. I have no idea how reputable they are, but it certainly makes me worry as they had control of our computer and they could have loaded in almost any kind of malware.

Of course I feel bad, and I was too easily duped. I also believe this is a weakness of the search engines such as Google and Bing and others. A search will not necessarily direct you to the web destination of your intentions, but rather the web page that may subscribe, in this instance, to Google's advertising, or Google's search engine weightings. This is another case of best to view search result with great care.

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

**JUST GO TO OUR
WEBSITE
AND CLICK ON THE
NEWSLETTER PAGE**

OR

**IF YOU WANT A PRINTED COPY
MAILED TO YOU EACH MONTH**

JUST SEND AN EMAIL TO:

members@phoenixpcug.org

**MAKE SURE YOU INCLUDE YOUR
EMAIL**

DON'T PANIC

DON'T PANIC !

Berry F. Phillips

bfpdata(at)1access.net

CC of Oklahoma City eMonitor April '11

www.ccokc.org

I can almost imagine if Sherlock Holmes, my favorite fictional detective, had a computer in Victorian England, and he detected evil on his system what he would think. He would suspect a diabolical hacking by Dr. Moriarty. He would not panic but say calmly to Dr. Watson, "the game is afoot." Troubleshooting your computer is just like playing detective. There are certain steps that you can take before calling a computer tech and facing another horror story, the repair bill!

Panic control is to develop an objective detached mind of Sherlock Holmes as you begin your investigation of the evil in your computer. Sometimes breathing deeply helps. Sometimes getting up and doing something else and coming back to the problem helps. I find that often sleeping and coming back to the problem helps. Avoid getting too emotional and taking a hammer or some other weapon to attack your system remembering that computers are expensive, and you do have lots of data on your system. Here are some basic instructions:

1. Restart your computer. Often software problems will correct themselves when you do that.
2. Check to make sure everything is working. If not check the connection to what is not working.
3. Check the electric power by plugging a lamp into the same power outlet that is connected to your computer to make sure the outlet is working.
4. Make sure the computer and monitor are plugged in.
5. Disconnect peripheral devices and restart the computer.
6. Listen for unusual sounds. Is the cooling fan running? Is the hard drive making noises?
7. Look inside the computer for wires that aren't plugged in all the way or other faulty connections
8. Start the computer from an external start-up disk, such as the system software CD that hopefully came with your computer.

Having said all that, I must confess that I have tried to save a buck being quite frugal and very Scottish

only to make my problem even worse and of course more expensive for a tech (pro) to repair. If you do decide to call technical support, write down the exact problem and what you were doing when it occurred. Also note any error messages. Try to replicate the problem if you can. Be as specific as possible when talking to the support person. Computers can crash or hang when their hard disk become too full. Free up space by deleting unnecessary files and emptying the Trash or Recycle Bin.

Don't shock yourself or your RAM. When working inside the computer, turn the power off but leave the electrical cord plugged into the surge suppressor. Ground yourself by touching the casing of the power supply before touching any of the computer circuits. You can also wear a grounding strap which is very inexpensive. Every computer user should have a small computer tool kit.

I do not recommend the medical option of taking of panic pills for computer ills. I do recommend joining the Computer Club of Oklahoma City where we share with each other our positive as well a negative computer experiences. Knowledge is the real cure for panic in computing. The motto of our computer club for years is: "The only stupid question is the one not asked!"

I wonder if I can get Sherlock Holmes as a guest speaker for the computer club. Do you think I may have become a bit eccentric as a fan of the world's greatest detective? Where did I leave my smoking jacket and calabash pipe? I will have to ask Dr. Watson or Mrs. Hudson!

**WE WANT TO INCREASE
OUR MEMBERSHIP
IF EACH MEMBER
BROUGHT JUST ONE
INTERESTED GUEST
TO A MEETING
WE WOULD ACCOMPLISH OUR GOAL**

HOW TO RECOVER DELETED FILES

HOW TO RECOVER DELETED FILES

By Bob Rankin www.askbob.com

"Wait... I didn't mean to delete that file!" It happens to everyone... a stray mouse click or fumbling fingers, and the document or spreadsheet you just spent hours creating is gone. Or maybe not.

First, look in the Recycle Bin. When you "delete" a file, it is moved to the Recycle Bin and not erased permanently. Double-click on the Recycle Bin icon to open a window that displays the Bin's contents. Click on the item you want to recover to highlight it and then click "Restore this item" on the menu bar. The file will be restored to its previous location. When no items are selected you will see the menu option to "restore all files." This trick will not work if you have recently emptied the Recycle Bin.

If you made a backup copy of all your data before deleting a file, the file may be recovered from the backup. Use the Restore function of your backup program to locate and restore a specific file. If you used Windows 7 Backup and Restore, here is the procedure for restoring a file from backup:

1. Click the Start button, then Control Panel, then System and Maintenance, and finally Backup and Restore.
2. Click "Restore my files" and follow the steps provided in the wizard to specify which file(s) to restore.

More File Recovery Tools

The System Restore function of Windows 7 provides another way to recover a deleted file. The nice part is that you may be able to recover versions of a file that you did not back up. That's because Windows automatically creates System Restore Points during certain major operations, such as installing new software. The Restore Points are essentially backup copies of files, folders, and settings. Here is how to restore a file from a System Restore Point:

1. Click the Start button, then click Computer to display the drives on your machine.
2. Click on a drive and navigate its folder tree to the folder that contained the deleted file.

3. Right-click on the folder and select "restore previous version" from the drop-down menu.
4. Select the most recent Restore Point (or Windows Backup) file and click "Restore."

Note that you must be in the folder where the desired file was actually stored, not in a Library folder. Libraries are not actual folders on your hard drive but simply indexes of files and the folders in which they are actually stored.

If these methods fail, you may still be able to recover a deleted file using a free third-party data recovery program such as Recuva or FreeUndelete. Such programs can recover files that have been emptied from the Recycle Bin (or deleted in such a way that the Recycle Bin was not involved), but only as long as the disk space occupied by the file has not been overwritten.

That's where a bit of luck and the gentle touch come into play. The longer you wait before attempting to recover a deleted file, the less your chances of getting it back in one piece. That's because the space occupied by deleted files is marked as available, and can be overwritten when you create or save a new file, download from the Internet, or by various operating system functions.

COPYRIGHT © 2011

By Phoenix PC Users Group.

All rights reserved.

APCUG User Groups may reprint Phoenix PC Users Group original articles in basically unaltered form if credit is given to the author, this publication and an e-mail is sent to:

Editor@PhoenixPCUG.org containing

a copy of the newsletter and reprint information.

Example: (user group and the name and date of the publication).

The articles by the authors do not necessarily represent the views of the Phoenix PCUG. If you have any questions or comments, please contact the author directly. Changes in technology, vendors, policies, events, etc. may affect concepts in the article.

UNDERSTANDING SYSTEM RESTORE

UNDERSTANDING SYSTEM RESTORE

By Vinny La Bash, Regular Contributing Columnist, Sarasota PCUG, Inc., FL
March 2011 issue, Sarasota PC Monitor
www.spcug.org Vlabash (at) Comcast.net

Windows 7 has a new and improved version of System Restore that is far superior to the lame utility that came with XP. Setting a restore point was often painfully slow, and it rarely worked as it should have. Windows 7 System Restore easily helps you bring back your computer's system files to an earlier point in time. It's a way to undo system changes to your computer without affecting your personal files, such as e-mail, documents, or photos.

Sometimes, the installation of a program or a driver can cause an unexpected change to your computer or cause Windows to behave unpredictably. Usually, uninstalling the program or driver corrects the problem. If uninstalling does not fix the problem, you can try restoring your computer's system to an earlier date when everything worked correctly.

System Restore uses a feature called System Protection to regularly create and save restore points on your computer. These restore points contain information about registry settings and other system information that Windows uses. You can also create restore points manually.

System Restore is not intended for backing up personal files, so it cannot help you recover a photograph or video that has been deleted or damaged. You should regularly back up your personal files and important data using a backup program. Windows 7 has an excellent built-in backup utility.

Windows 7 uses the Shadow Copy feature, introduced in Vista. It's vastly superior to the process in XP and earlier versions of Windows. The old way used a simple file filter and copied files around the system which was clumsy compared to the Shadow Copy method. Today, Windows creates a snapshot of your drive which can later be used to restore your system should catastrophe occur.

Additional capabilities of Shadow copy include taking snapshots of files even when currently in use. Microsoft has incorporated this feature into Previous Ver-

sions which allows restoring a previous version of an application. Unfortunately, this power is available only in Windows Professional or Ultimate.

The easiest way to bring up System Restore is to type System in the Start menu search box and select it from the resulting list. Another way is to select the Recovery option from Control Panel, or you can simply type **rstrui** in the search box.

Whatever method you choose will bring up the System Restore dialog box that gives you some helpful information. Select the Next button to get a list of restore points. Most of the time you will be using the most recent restore point to get your system working again.

Focus your attention on the Description list. This can give you an important indication of what went wrong. Did your problem begin after installing a Critical Update, a backup operation, or a new free-ware program that you couldn't resist?

When you apply System Restore the system creates another restore point so you can undo the change if your problem isn't fixed. You can't undo System Restore however, if you use it in safe mode. But you can run System Restore again and select a different restore point.

Restore points are saved until the disk space Windows allocates to the utility is used up. Then the oldest restore points are deleted as new ones are needed. The easiest way to delete all previous restore points is to turn System Restore off, and then turn it back on again. Don't worry about running out of space.

Many computer problems can be traced to sloppy programs written by people who don't know enough about proper programming techniques to get their utilities published by reliable vendors. It's surprising how many problems are generated by faulty uninstall tools. There are many sound freeware offerings out in cyberspace, but don't use them unless they come tested and approved by a trusted source like Smart Computing.

IS PHOTOVOLTAIC WIRELESS RECHARGING A SCAM?

IS PHOTOVOLTAIC WIRELESS RECHARGING A SCAM?

BY Dr. Zara Dobson

Renewable Energy Researcher
Edinburgh, Scotland

"Zara Dobson" <[zara_dobson\(at\)drdobson.info](mailto:zara_dobson(at)drdobson.info)>

Twitter: http://twitter.com/Dr_Zara_Dobson

A continuing problem with our obsession with the latest and best wireless projects is a need to keep the batteries fully charged. With many of our newest devices - pads, pc tablets, mobile phones, notebooks, etc. – the only general challenge is the choosing the most simple option to charge them up. I worry every night whether I have each one of them on their properly wired connections, busily being recharged for the next day.

Originally, the devices had cords attached with Flash plug-ins for a personal computer. This was a convenient way of recharging while viewing e-mail or other computer operations. Sadly, this became a trouble. The need for continuous connection forestalled my mobility. Later came the Flash wall connector, but I did not have anything but the Universal series bus recharging cable to power it. Eventually, a wall adapter is now supplied with new devices.

More recently, wireless recharging mats have appeared. Often in the earliest devices, precisely fitted cases were required to allow their usage. In time, this requirement has been eased. But a new type of wireless charging using solar power is about to appear.

With the surge in demand for electrical power, particularly in the most heavily populated regions of the world, such a device appears to be a unique and practical solution to meet the foreseeable demands for increased power demand. And this is without requiring the construction of a large number of either traditional electric power generation systems or more prohibitively uneconomic, non-competitive, "green" systems.

A new charging table, powered by solar energy, is due to be presented by Panasonic late this year or in early 2012. The new table will use solar panels to recharge gadgets placed on the upper surface of the

instrument. The instrument has been manufactured according to the Qi protocol, a specification developed by the producers of the solar charging table and the items that may be recharged by it.

References:

For the solar powered table-

<http://www.youtube.com/watch?v=ZwMC7f6cUto>

For solar panels –

<http://www.12voltsolarpanels.net>

<http://www.poolsolarpanels.org>

Dr. Z. W. Dobson has a certification in computer system research. She has been affiliated with the College of Informatics, University of Edinburgh, Scotland and the Bio-Medical and Multimedia Information Tech in the University of Sydney, Australia. Her interests are in renewable power markets, and she writes for renewable energy websites, blogs, and boards.

Editors Note:

It is not unusual to receive emails from the members of our many APCUG Users Group Associations which have Websites/Newsletters all over the US.

To receive an email from a Website reader in Edinburgh is not an everyday occurrence. Thanks to Dr Dobson who says---

"My name is Zara and I'm a regular reader of phoenixpcug.org I'd like to thank you for the excellent information

I've found on phoenixpcug.org; it's always a great pleasure to read your articles and I have subsequently become a loyal reader

I live in Scotland where I try to increase the awareness about renewable energy and solar panels amongst my family and friends.

Thanks for your interest and for providing your Voltic Recharger Article.

BACKUP USING THE "KISS" METHOD

GOOD BACKUP

By John Curth member Phoenix PC Users Group

Every computer user that is using a computer today is told to backup their files. The main reason is that no matter what brand or model that you are working on, the hard drive is the one weak link that will fail and when it does, you are left with a computer that doesn't go anywhere. You are dead in the water so to speak; please watch out for the sharks.

With that being the case one must decide not only what to back up but also how, when and where to store it. There are all kinds of options available plus programs that sell by the millions to help you decide on which action is right for you.

The good news is that right now along with the various options is that the price of storage in some applications - is free. Well not quite, when using the freebie you will need web access plus spend time sending the files in this case to a "Server" at a web site that can handle it.

I want you to take a moment and think about that. Since you have many and I do mean many Gigabytes of files on your computer how large is that "Server"? WOW huh!

OK, moving on to storage that is kept at home and within reach by you at any time for use when required. As I stated earlier the programs that are available will help and do much of the work so that you just decide the what, when and where to put it.

Since most of the home computers that are out there have a hard drive of less than 1 TB, I'm going to use one as an example. The reason is that one can be had for about \$50/\$60, not an enormous amount. In watching the sale prices at various places both on and off the web, I've seen different brands available.

I'm not going to discuss the back up to a CD or DVD at this time since you already have the original ones in storage. If not, contact the manufacturer of your computer and purchase them. Again, the prices will vary but for the most part well worth the investment of \$25/\$30.

The other item that can be used at home is much smaller but is readily available and needless to say the price is negligible. In this case I'm talking about a Flash Drive or other similar device that you can hide in your pocket. They come in different sizes (and colors) so you can purchase one to fit your specific needs. Some even come with a neat little carrying case or fit onto a key chain. (Cute and handy for the ladies)

Doing a complete backup to the 1 TB hard drive will needless to say take some time, even with the programs that are available. Plus you're cost of the program of your choice. Here again the price that you pay can vary from \$25.00 on up to \$120.00. Some good examples of the programs are: Acronis True Image, Easeus Todo, Norton Ghost, Power Backup, and Turbo Backup. (Plus a lot more) But please don't run away from the freebies that are readily available or possibly already on your computer right now. In this case I'm thinking of the Microsoft backup that is available in some of their Operating Systems. (Windows XP, Vista, or Windows 7)

Doing a backup on the Web will require you to have access to another computer plus having your replacement drive connected to it. Believe it or not, there are some of them doing it for free. You'll have to download the web program usually consisting of your email address and password. Here I will caution you that you will have to trust their web site to be available when you need it. (The web site can fail along with its server) Plus you will need a good cable connection that's going to allow you to upload and then download when necessary your hard drive files.

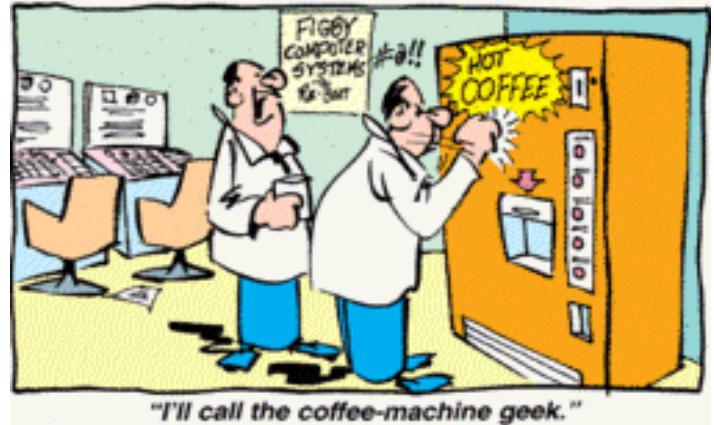
Finally the flash drive that are readily available for a little cash that everyone uses to store files. Why not use one to store YOUR documents that you created. Think about it, each time you make a new file and save it, where does it go? Microsoft has an automatic file recognition system that puts them all into your computers DOCUMENTS. Pictures, videos, music, Excel spread sheets and yes all of your personal letters that go to your Attorney or Mom. This method is the one that I use personally and recommend of real value.

My reasoning is to use the KISS method - KEEP IT SIMPLE STUPID!

In doing so, I eliminate the downfalls of having corrupt files in the registry and other file systems that aren't easily found. And in this case I'm speaking of my own experience of what a corrupt registryfile that gave me heartburn for several months. I saved my documents and redid my hard drive, installed the Operating System and the CD's that contained the programs that I wanted installed. Done Deal and Good Job!

Short Circuits...zzzt!

Cervus Alert. Why did the elk cross the road? Or, more to the point: *How* did it cross? The answer is no joke: The huge animals are using what is believed to be the world's first elk crosswalk, an experiment on a road east of Payson, Arizona that has saved the lives of beasts and man alike. If elk are crossing, an electronic sign ahead will warn, "Caution, elk detected." A third sign near the crosswalk will start flashing, and a motorist will have time to slow on the busy, two lane highway to watch for animals. Elk are adjusting to heavy weekend traffic, since the elk crossings are highest on Mondays and Tuesdays, after midnight. Sean Holstege, *Arizona Republic*, Ju 24, 2011



I said, "Turn Left !" A stranded emperor penguin was moved to a zoo in Wellington, New Zealand and scheduled for surgery as the young bird's health worsened in the New Zealand winter that is much warmer than its species' Antarctic home. The penguin appeared healthy after it was first spotted Monday but has appeared more lethargic as the week progressed, and officials feared it would die if they didn't intervene. Wellington Zoo staff said the bird was dehydrated and suffering heat exhaustion. High temperatures in Wellington recently have been about 50 F (10 Celsius). Ideally, the bird will heal enough it could be released into the wild. Nick Perry, *Associated Press*, June 24, 2011

Time stumbles on. A yearlong experiment with America's electric grid could mess up traffic lights, security systems and some computers - and make plug-in clocks and appliances run up to 20 minutes fast. Since 1930, electric clocks have kept time based on the rate of the electrical current that powers them. If the current slips off its usual rate, clocks run a little fast or slow. Power companies now take steps to correct it and keep the frequency of the current - and the time - as precise as possible. The Federal Energy Regulatory Commission is proposing an experiment that would allow more frequency variation than it does now without corrections. Officials say they want to try this to make the power supply more reliable, save money and reduce what may be needless efforts. The test is tentatively set to start in mid-July, but that could change. No one is quite sure what will be affected. "This won't change the clocks in cellphones, GPS or even on computers, and it won't have anything to do with official U.S. time or Internet time, officials say. But - anything that flashes "12:00" when it loses power - may be just a bit off each second. *Associated Press*, June 24, 2011.

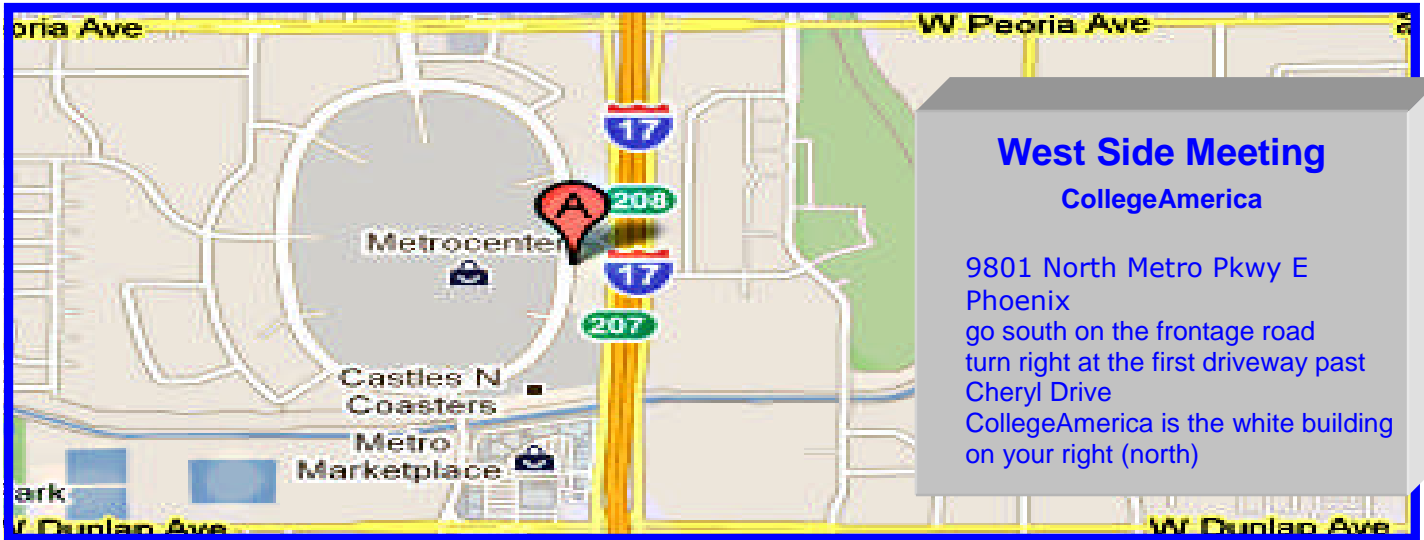


"Our Bluetooth Pizza is just like our regular pizza, except we deliver it wirelessly to your iPhone."

Hoo's There! Motorists in northern Kentucky have been warned to watch for zombies along the Interstate 71-75 corridor. An electronic road sign along the southbound lanes near the Kentucky 18 exit read "Nightly lane closures, zombies ahead. The sign was apparently hacked. It usually reads "Nightly lane closures, road work ahead." Highway officials are not amused by the prank. *Associated Press*, Jun. 23, 2011.

These Items are based on articles from the noted sources and have been adapted by the Editor.

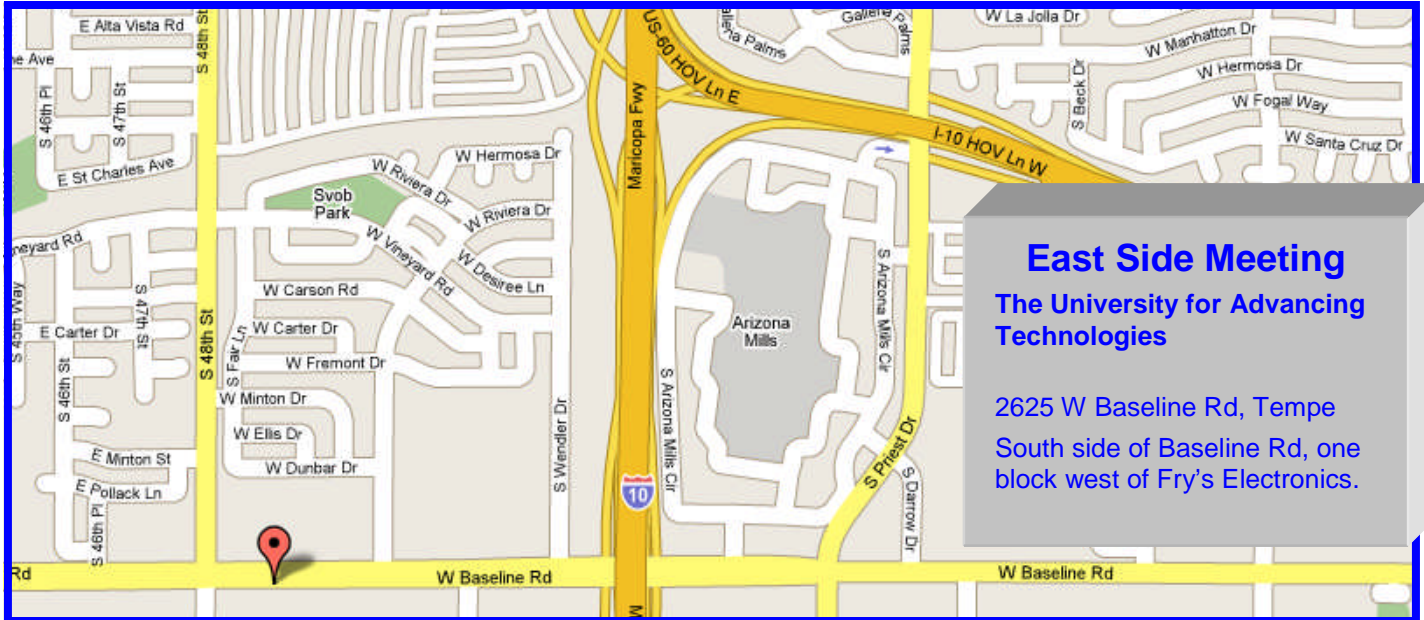
HOW TO GET THERE



West Side Meeting

CollegeAmerica

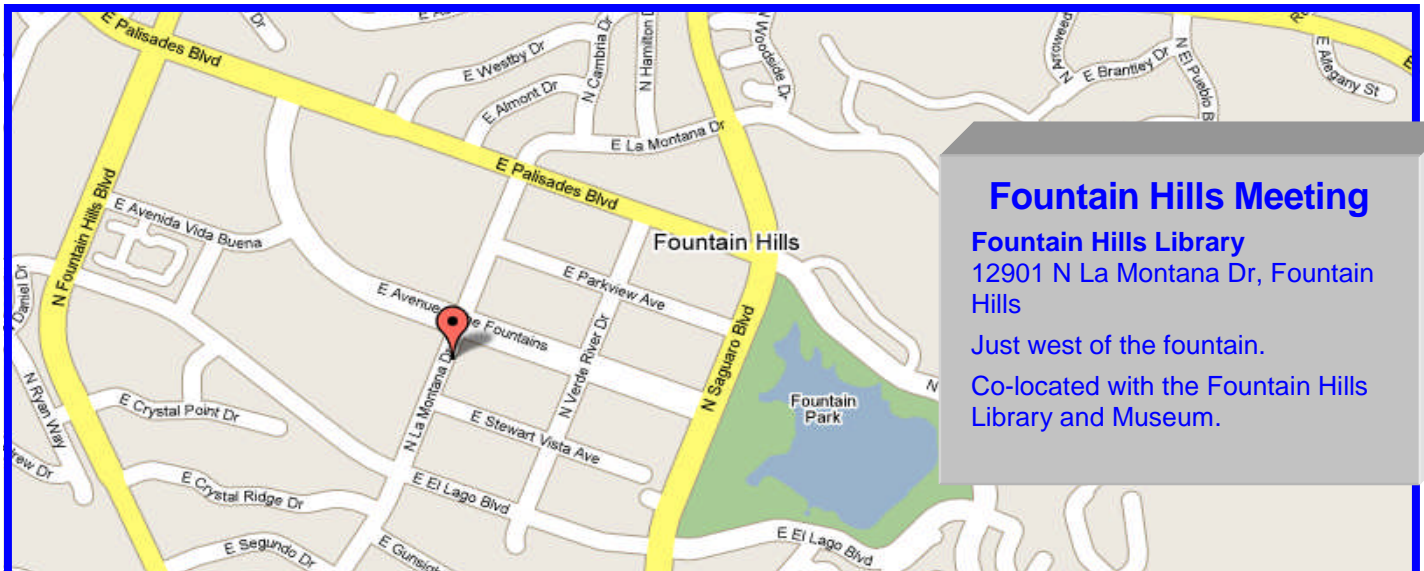
9801 North Metro Pkwy E
 Phoenix
 go south on the frontage road
 turn right at the first driveway past
 Cheryl Drive
 CollegeAmerica is the white building
 on your right (north)



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, 2011*

Phoenix PC Users Group Membership Application

First: (Print Legibly) _____ 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

Receive Electronic newsletter in place of printed one: Yes No

E-mail address: _____ (Print Legibly)

Signature _____ Date ___/___/___

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

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

Mail this completed form with payment to:

Phoenix PC Users Group
PO Box 7127
Phoenix, AZ 85011-7127



*The Best Accessory
for your PC!*

Web address:
phoenixpcug.org

July 2011

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

PLEASE NOTE OUR NEW ADDRESS

PHOENIX PC USERS GROUP
PO BOX 7127
PHOENIX, AZ 85011-7127

STAMP