Phoenix PC Users Group

NEWSLETTER

The Best Accessory for your PC !

MAIN MEETINGS

West Side...................Tue, Feb 15

CollegeAmerica, 9801 North Metro Pkwy E, Phoenix

East Side..................Wed, Feb 16

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

Fountain Hills..........Thu, Feb 17

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

Presentation this month:

**Gene Barlow will describe the latest Acronis Apps
and their use at all three Meetings
This Presentation is always entertaining
Learn how to Organize and Backup your PC**

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

Phoenix PC Users Group

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Hank Pearson:	Webmaster@PhoenixPCUG.org

Steering Committee:

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

Inside this Issue...

THOUGHTS FOR THE MONTH

FROM YOUR PRESIDENT

Hello to everybody.

Happy Valentine's Day! Don't forget something for your sweetie!

We have a real treat this month, with Gene Barlow and his presentation on hard drives as discussed further in this issue. (See page four)

Please visit his web site www.ugr.com for background information. Gene has visited our user group many times and is a thoroughly professional speaker, so please do not miss his presentation. He enjoys coming to our group because of the inner action among members and has remarked that he gains new knowledge when he visits us.

On a different note, please visit the Japanese Matsuri Festival, the last Saturday and Sunday of February, 26, 27 2011. Admission is free and is a good stress reliever for people in high tech. It features taiko music, activities for kids, lots of food and goodies for sale. For details just google "Phoenix Matsuri 2011".

David

FROM YOUR EDITOR

In the last hundred years, advances in electronic technology have played a significant role in world news. In World War I, early radio and telephone led to primitive aerial surveillance and tactical planning. Just before World War II, movie theatres were featuring the *March of Time*, and *Life* magazine began publishing photographs from world hotspots. The outputs of these two sources provided continued visual coverage for the American audience through the Korean War until the advent of television made them less timely. But it was not until the Vietnam Conflict that TV made its largest impact on the home audience. It was termed the "Living Room War". For the first time live coverage of military action was available to the Defense Department and the President from the other side of the world.

Now, with the unrest in the Middle East, the social networks, particularly Facebook and Twitter, have played a significant role in arousing the citizens of several countries to question the policies and actions of their governments. It began with the self-immolation of a young man in Tunisia. Pictures of the suicide taken on a spectator's cell phone were immediately transmitted via the social networks causing outraged citizens to surge to the city center to protest the ruling autocracy. The President fled the country, ending his 23 year reign. But the demonstrations - protesting corruption, lack of opportunity, and the iron rule of an elite upper class - continued. Therefore, the cell phone pictures being streamed throughout the Middle East have caused upheavals in other autocratically ruled countries.

If a picture is worth a thousand words, it does not matter if it was taken on a cell phone.

Michael

MEETINGS

CALENDAR

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

*Gene Barlow will describe the latest Acronis Apps
and their use at all three Meetings
This Presentation is always entertaining
Learn how to Organize and Backup your PC*

GENERAL MEETINGS

WEST SIDE: CollegeAmerica (see map page 16)
- Tuesday, February 15, 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 16)
- Wednesday, February 16, 2011
- 6:30 PM - Q and A
-

FOUNTAIN HILLS: Fountain Hills Library (see map page 16)
- Thursday, February 17, 2011
- 6:30 PM - Q and A
-

EASTSIDE COORDINATOR NEEDED

The eastside meeting will continue but we need a new coordinator.
Our coordinator Marion Smith's work schedule has changed.
If you are willing to volunteer, please contact Lo Hardman.
(treasurer@phoenixpcug.org)
Thank you

WELCOME GENE BARLOW

THIS MONTH'S PRESENTATION
By Bill Aulepp— Publisher

For many years we were blessed. We had software vendors sending knowledgeable people to give us presentations. Not only did they explain their products but also kept us on the cutting edge of what was new in the world of computers.

That was then. Now with the present economy and the predominance of the internet, in addition to the many printed sources of information on their products, it is no longer viable to provide Users Groups this service.

Gene and Linda Barlow are the last of this wonderful era. For our newer members if you want to live in the past for a night and enjoy experiencing an excellent presentation, I hope you will be able to attend one of our 3 meetings. It is an experience you will not be able to duplicate.

Gene has been a presenter in the user group community for over 28 years. For many years he managed IBM's user group support organization and has been called the Father of PC User Groups. Now retired, Gene, and his wife Linda, started their own company called User Group Relations (www.ugr.com), providing support to the user group community for the software companies they represent. Gene is known for his informative and easy to understand presentation style.This is a 'don't miss' presentation

Gene advises every computer should be backed-up so that it's hard drive is adequately protected and can recover from any unforeseen events, such as hard drive failures, viruses or unstable software downloads. By having and implementing a well thought-out Backup and Recovery Plan, you can put your system together fairly quickly, instead of taking days or weeks to rebuild. Gene will demonstrate Acronis True Image Home 2011, the latest version of this popular computer backup and recovery program. This is an important topic that every end-user should understand.

Gene will also spend a few minutes at the end of his presentation focusing on the best way to organize your hard drive. Acronis just released a new version of their partitioning product, Disk Director 11 Home with support for the Windows7 OS. Large terabyte hard drives today can be set up & organized to take advantage of the additional space. This can be done very easily with a special "partitioning utility", like Acronis Disk Director, making this organization process easy and simple to do. The combination of one or both of these excellent hard drive

utilities will give you the power to protect your hard drive in case of a system failure and organize your hard drive for better safety of your data files. You can then share, or in any other way release any of this information to anyone. Gene says: "We don't spam you. We're geeks, we know about spam. And we don't like it either!"

MICROSOFT OFFICE VS OPEN OFFICE SUITE

Microsoft vs. OpenOffice.org -- Office Suite Standoff

An office suite is a software product that includes a group of programs which perform typical office functions; that is, creating and working with documents, spreadsheets, presentations, and databases. Some suites include specialized programs like email or calendars. There are many office suites available, such as Corel's WordPerfect Office, Lotus Symphony Suite by IBM, and ThinkFree3. Among the best known suites are Microsoft Office and OpenOffice.org.

My original intention this month was just to compare features and compatibility between Microsoft Office and OpenOffice.org. I installed OpenOffice.org on my computer and have been testing it against my familiar MS Office for several months. In researching the history of the two suites, however, I stumbled across a story that I felt needed to be part of this article. Let's start with that.

History

Microsoft introduced its Office suite in 1992 with Office 3.0. It included Word, Excel, PowerPoint, and Mail (later to become Outlook). Since that time, the suite has expanded to MS Office 2007, which comes in eight versions that include from 3 to 13 programs and runs on both Windows and Mac platforms. MS Office 2010, its newest suite, has reduced the versions to three, including 4 - 7 programs. Because it is a commercial product with a profit goal, MS Office is expensive, although non-profits can get substantial discounts through websites like TechSoup, and businesses can get deals on volume licensing. Office 2007 and 2010 are full-featured suites with frequent updates and great customer support and security.

OpenOffice.org has a different kind of history. The origins of OpenOffice.org (OOo) began in Germany in the mid-1980's with a suite called Star Office, created by the Star Division Company. It ran on several platforms, including Windows 98 and NT,

MICROSOFT OFFICE VS OPEN OFFICE SUITE

Solaris, Java!, and Linux. In 1998, Star Office version 5.0 was offered free to users. The next year Sun Microsystems purchased Star Division, mainly to get free software for its thousands of employees and to compete with Microsoft.

In 2000 Sun first offered the source code for Star Office 5.2 free over the Internet. In October, the new OpenOffice.org website went online both as a free downloadable office suite product and a collaborative project. Anyone could participate in improving the suite by submitting ideas or code. OpenOffice.org immediately became popular; the open philosophy was embraced by software developers around the world. By 2005, the free suite had reached 20 million downloads and over 150,000 registered members. It was a David and Goliath situation: big corporation versus the little guys.

All this time Sun had also continued to market its commercial office suite, Star Office, for a nominal cost to businesses, but free to educators. In January 2010, the large company Oracle bought Sun Microsystems and acquired the OpenOffice.org brand. Before that year was over, Oracle had stopped making Star Office free to educators and had introduced a new commercial product, Oracle Open Office (standard version for $49.95 for 5 users or and enterprise version for $90.00 for 25 users). Oracle is planning to offer its own office suite soon, an online product called Cloud Office, using Java FX and open document format, but not based on OOo code. It will be competing against the new rash of "cloud" office suites, such as Google Docs and Microsoft's Web Docs on SkyDrive.

As 2010 ends, the OpenOffice.org website remains intact; the suite is still a free download. But some Sun developers and many OpenOffice.org contributors are unhappy about changes that Oracle has made and worried that the company will soon remove "free" and "collaborative" from the OpenOffice.org vocabulary. Late in 2010 a new organization, this group formed the Document Foundation (TDF), to keep the open philosophy alive. They are working on a new office suite, LibreOffice, which is now offered for free download in beta. Its final version, based on the OOo code, is scheduled to come out in early 2011 with sponsorship from Novell, Red Hat, and IBM. How all of this drama will impact OpenOffice.org as a product is unclear. But the little guys are again making a stand against another Goliath.

Feature Comparison

MS Office clearly beats OpenOffice.org in features and formatting options, especially those introduced

styles, Word Art, macros, and content controls. Office 2007 offers encryption, more templates and an extensive Help system. It also has the new ribbon interface, whereas OpenOffice.org uses menus like MS Office 2003.

OpenOffice.org includes the common programs found in an office suite plus some interesting features such as font effects, backgrounds, and sounds. It is a solid office suite, especially for home and small business. Its advantages over Microsoft Office are cost (It is free with an unlimited number of installations.), its ability to work with Linux and many other operating systems besides Windows, and its open philosophy. OOo runs a bit slower than MS Office, but takes up less disc space. Because it is a collaborative, it issues fewer updates and has fewer support options, but it also is less frequently attacked by malware. Even if you have never used an office suite, you can download this efficient little suite at www.OpenOffice.org and use it without much instruction.

Compatibility

As a Microsoft Office user, I was interested in how easy it would be to save files between the two suites since I have hundreds of Word documents and Excel spreadsheets. When I created a feature-filled Word 2007 document (.docx) and saved it as an OpenOffice.org file (.odt), it did save, but there were changes in margins and line spacing, and I lost all the Word 2007 features. When I created a document in OpenOffice.org (.odt), it would not save as a Word 2007 document (docx). I had to save it as a Word 2003 document (.doc), and then open it with Word 2007 in compatibility mode.

I concluded that it's best to choose one office suite and stick with it. In short, if you are a current MS Office 2007 or 2010 user, you will probably be happier staying where you are. If you are new to office suites, by all means give OpenOffice.org a try.

2010 INDEX

PHOENIX PC USERS NEWSLETTERS INDEX FOR 2010

Web Tour will return next month. This month we will present an index of all the 2010 articles for members that might want to re-read or do research. This index will be on our website on the online newsletter page.

http://www.phoenixpcug.org/newsletters/

ARE FACTORY SPECIFICATIONS ENOUGH?

You've got them. Why Not Use Them ?
by Vinny LaBash – Sarasota PC Users Group –
www.spcug.org

People configure their desktops in different ways for an all encompassing assortment of reasons. Most use the Windows defaults which are quite reasonable, but operate from a false assumption that "factory specifications" are enough. Windows has lots of useful features not included in the de-

fault settings which could have great benefits, but if one doesn't know the features are there, one can never enjoy these prospective benefits.
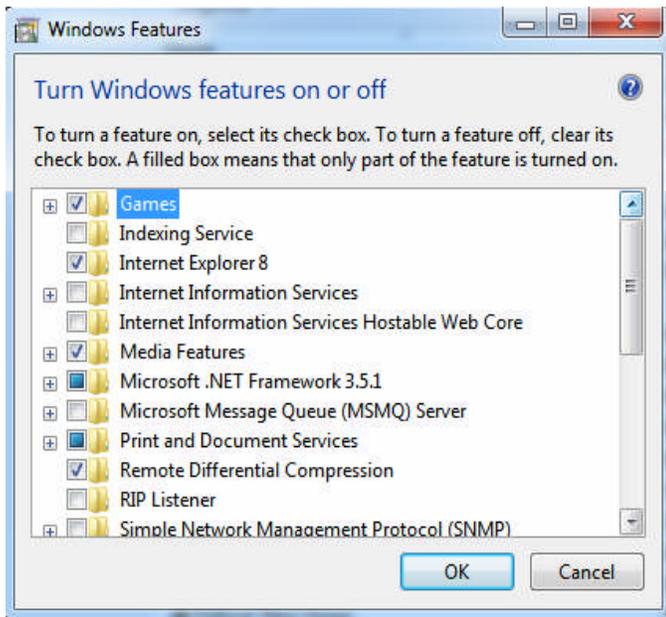
Let's start by opening the **Control Panel** and clicking on **Programs**. In the **Programs and Features** section click the Turn **Windows Features on or off**. A dialog box appears which will enable you to turn features on or off. (See illustration).

There's probably much more here than you want, so let's examine several features that you are more likely to use rather than the ones which require professional technical knowledge to be useful.

The Indexing Service got a bad reputation in Vista because it was annoyingly slow. There is no doubt that Vista was a resource hog so any service or utility that had additional requirements tended to bog down the system even further. Microsoft resolved the problem in Windows 7 by turning the Indexing Service off by default. That's too bad because the utility can actually be very helpful in lo-

cating files and other content through flexible inquiries. Try it, you just may like it.

Internet Information Services (IIS) and Internet Information Services Hostable Web Core: You will not be held accountable if you don't know what these tools do or if you choose to ignore them. **IIS** is mostly regarded as a major component of a server while the **Hostable Web Core** performs fewer functions and needs fewer resources. If you write web based applications or wish to experiment hosting a web site on your desktop, these tools may be essential.

Microsoft Message Queue Server: This utility has been around for years and most application developers have come to ignore it because it's not new. If you send and receive messages on a regular basis with people who are in remote locations on the planet, and have "iffy" connections, you now have a tool to build a message queue, store a message within it, and send it when the connection to the recipient is up and running. You can also create a similar structure for receiving messages. Using this tool effectively requires basic programming skills.

Simple Network Management Protocol (SNMP): Everyone who uses a computer on a regular basis should be concerned about unauthorized access to personal information or attempts to trick people into revealing information which should remain private. If you have a home network, wireless or not, SNMP gives you better control over devices on the network. You can configure hardware, troubleshoot more effectively, and in many cases even track down attempts to crack into your network. This tool requires a working knowledge of how a network operates.

Telnet Client: This is a great diagnostic tool if your email client is acting strangely and normal diagnostics can not resolve the problem. Turn it on when you need it, and turn it off when you're not using it as there are security issues with it.

These tools are not for everyone, especially those with little computing experience, but your level of knowledge shouldn't remain at the novice stage. Challenge yourself and you won't be like the guy who thinks he has twenty years of experience when in reality all he has is one year of experience twenty times.

WELCOME TO SMART PHONES

SmartPhone = PDA + Phone
by Phil Sorrentino
(president (at) spcug.org),
Sarasota PCUG (www.spcug.org)

Smartphones can be seen all around. Notice the phone being used on your favorite TV show; next time, odds are that it'll be a smartphone. A year or two ago it was a flip phone (do you remember Jack Bauer on 24 using his?), but no more. Now the phone of choice seems to be the smartphone. Apple, and more recently, Google, have really changed the mobile phone landscape. The iPhone, with its iOS Operating System available only on the iPhone, released in 2009, really started the whole movement. Google, with its Android Operating System (provided for free to hardware phone manufacturers), has come on very strong in the past few months so that iPhones and Android phones now have about the same market share - about 35% each, which only leaves 30% to be shared by Blackberry, Nokia, and Microsoft.

The Smartphone equality, as stated in the title, suggests that the smartphone is equal, in functionality anyway, to a Personal Digital Assistant (PDA) and a standard mobile phone. PDAs have been a popular way of allowing one to have many of the computer files, pictures, videos and music, available on the go - remember the Palm Pilot. A phone was another necessity for someone who was always on the go. So for someone who had to be mobile and needed access their computer files, a phone and a PDA became a good combination. I carried a PDA for many years and more recently, a PDA and a flip phone. Now I can carry only one device, a smartphone. And, as a welcome side effect, now I only have to make sure one device is charged nightly.

The smartphone is made possible by a number of technologies. Among them are: Capacitive touchscreens; 3G (soon to be 4G) wireless telephone networks; Wi-Fi; GPS; Micro-miniature processors, memory and components; Digital Cameras; and Phone oriented Operating Systems. Some of these technologies are used in phones - like touch screens, networks, small components, Digital cameras, and operating systems. And some are used in PDAs - like touch screens, Wi-FI, small components, and operating systems. As you can see there is a good bit of overlap, so putting it all together was just a natural. But it took the genius of Apple to put it all together and make it work and make it practical and make it cool. And now with the help of Google it has become more practical and popular.

All of the technology for replacing the mobile phone and the PDA is included in the smartphone, and then some. (I didn't have a good camera in my mobile phone, before.) But, it does take some planning and forethought to make the smartphone do everything. Some of the things to be concerned with are: Contacts, (which are phone numbers, addresses, e-mail addresses, and related notes); Calendar events; E-mail; Memos, (which are lists of important things); Documents; Spreadsheets; Pictures, Videos, Music; and Browsers. Before you can consider using any of these things there has to be an "App" (Application) installed on your smartphone. (I am using a Motorola Droid2 as an example, but most of what I am referring to will be very similar on another Android smartphone, and even similar for an Apple iPhone.) There are Apps for all of these tasks. In fact there are over 100,000 Apps for Android phones and over 240,000 Apps for iPhones.

So, the first thing to do is to identify an App to handle each task you want accomplished. Your smartphone probably came with a basic collection of Apps. Basic things like Contacts, Pictures, Videos, Music, and Camera will probably be covered by these Apps that were installed at the factory. If not, you can go to the "Market" for Android Apps, or the Apple Store for iPhone Apps, and find one that fits your needs. Many of the Apps at these stores (websites) are free or have a nominal cost, most under $10. Things like Word or PDF Documents, or Excel spreadsheets may have to be handled by an App from one of these stores. Once you get to the App store, you will find a myriad of App titles. You can typically search for "All Apps", or limit your search to only free ones. You can even search for Games that will run on your smartphone. When you find an App that you want, you will pay for it (via a credit card account that was previously set up) if it is not free, and then it will be downloaded right onto your smartphone. The download is completely controlled from the Market and there is no further action on your part needed. After the App is downloaded and installed, you will receive a message that it is complete. It couldn't be any easier.

Once an App has been downloaded, it can be placed on the home screen. Actually, one of the home screens. The Droid2 has 7 home screens. Multiple home screens make it easy for you to organize your Apps. Apps that you think work together can be collected on a particular home screen. You could have a home screen for entertainment, one for work, one for family, another for sports. Any organization of Apps that makes sense to you would be appropriate.

Once you've organized your home screens and downloaded the Apps needed, I'm sure you'll see that the smartphone is a very useful device for someone on the go. Future articles will concentrate on some of the new ways of interacting with the touch sensitive screen and some of the smartphone's more interesting features, but I think you will now agree that: Smartphone = PDA + (not so smart)

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.

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VIRUSES ARE DANGEROUS-TROJANS ARE WORSE

Malware, Viruses, Trojans Defined
by Ira Wilsker, APCUG Director;
iwilsker at sbcglobal.net
Columnist, The Examiner, Beaumont TX;
Radio &Talk Show Host.

In the past week, I was called upon four more times to clean malware off of infected computers. One user had a major name brand antivirus program installed, running, and updated and could not understand how the malware had penetrated his antivirus software and contaminated his computer. He had purchased the antivirus software last fall from a big box electronics store based on the recommendations of a salesperson. He had been told that this particular brand of security software was the best as it was their top seller, and that antivirus software was all that he really needed. Based on that recommendation he plopped his hard earned money on the counter, went home, installed it, updated it, and blissfully surfed the internet, opened email attachments, downloaded software and music, and had just a jolly good time online until his computer gradually slowed to a crawl, and friends informed him that they were receiving spam emails from him. This user was perplexed, as his antivirus software was running, and indicated that it was updating several times a day. He just could not understand how 90 different malware programs had infected his computer. His problem started when he purchased inadequate security software; while the product he bought was excellent at protecting his computer from viruses, and some Trojans and spyware, it did not offer the all-inclusive protection of the comprehensive security suite offered by that publisher (and others as well) that would have only cost him a few dollars more.

There is a common misconception in user circles that viruses are the primary computing threat, as users have had heard about viruses for several years. Today, viruses are present, but a relatively minor threat in terms of prevalence. I did a quick analysis of the most common new threats recently listed by Trend-Micro, and found that viruses only made up 4% of the new significant threats to our computing security. On the other end of the spectrum, Trojans made up 42% of the commonly seen new threats, worms were at 14%, backdoors at 14%, web based threats were at 6%, java script malware was at 6%, 4% were hacking utilities, 2% adware, and about 8% other threats. It is obvious that protective software that protects the computer primarily from viruses is failing to protect the user from the majority of contemporary threats; it is precisely this fact that led to this user's infected computer, despite his premium quality antivirus software. A lot of users have a misconception about the common threats in circulation, believing that they are generically all viruses, but, as I saw in this case, this blissful ignorance may lead to a computing nightmare.

While not necessary to use a computer, it would likely be beneficial for computer users to be aware of the different threat groups that can impact our computing. According to Wikipedia, "A computer virus is a computer program that can copy itself and infect a computer." Many viruses attach themselves to legitimate programs or data files on the infected computer. The fact that a computer virus can copy itself to infect other computers is what makes it different from other types of malware, for which viruses are commonly confused. Viruses can be spread through digital media (USB drives, CD or DVD discs, and floppy discs) or through network connections that the virus can use to copy itself to other attached computers. Once a virus has infected a computer it may perform a variety of tasks as programmed by its author. Viruses may damage the data on a hard drive or degrade the performance of the computer. Some of the viruses are stealthy and their effect may not be noticeable by the user, as the viruses do their damage in the background. Some viruses are functionally benign, other than they reproduce themselves countless times on the infected hard drive, until they consume all of the free space on the hard drive.

Computer worms are a malicious computer program that wriggles through computer networks sending copies of itself to other computers attached to the network. Most worms are free standing programs, and are commonly programmed to spread themselves through the network without any action by the user. Most worms have an explicit nefarious function such as deleting files on the infected computer, or encrypting critical files, only releasing them

VIRUSES ARE DANGEROUS - TROJANS ARE WORSE

after an extortion payment is made to the cyber criminal. Some worms open a backdoor into the computer that will enable the creator of the worm to take remote control of the computer, converting the computer into a "zombie" under his control, which can be used to generate revenue for the originator of the worm by sending spam mail from the infected computer, with the spam fees collected going to the author of the worm. Some worms are used to create a zombie network of computers, also called a "botnet", where the compromised computers can be used to launch directed cyber attacks on other computers or networks, in an act of cyber terrorism.

For those who are aware of the epic "Helen of Troy" of Greek mythology, the term "Trojan Horse" means an object looks like it serves one purpose, but really has an unobvious, usually nefarious, purpose. Cisco, the networking company, describes a Trojan as, "It is a harmful piece of software that looks legitimate. Users are typically tricked into loading and executing it on their systems". In cyber speak, a Trojan Horse, typically shortened to the simple moniker "Trojan" is a program that appears to have a useful function, but after being installed by the user, the Trojan may be used to perform other undesirable functions. Some Trojans are money makers for their authors because they place paid (and usually unwanted) pop up advertisements (Adware) on the infected computer, redirect web searches, or shift online purchases to a seller not of the buyer's choice without his knowledge. Some Trojans are keyloggers, which are commonly used for identity theft, or to give unauthorized users access to a computer system. Trojans are often spread through intentionally downloaded software, surreptitiously bundled with another often legitimate program, from email attachments, and purloined websites with executable contact (ActiveX is sometimes used for this). Some Trojans can be installed on the target computer by way of code written in Java, or a Java script, that when executed, implants the harmful content on the victim computer.

One of the more recent and costly types of malware to attack our computers is generically referred to as "Rogue Antivirus Software", which is usually im-

planted on the victim's computer by a Trojan. There are thousands of these rogue programs in current circulation, infecting millions of computers at any given time. Rogue antivirus is sometimes installed by the user using "social engineering" tactics, which tricks the user into clicking on something that installs the rogue software. Some of the common lures to ensnare the user into loading rogue software on the computer are offers for free screen savers, toolbars, utilities to play specific video formats (often attached to an email), sham online security scanners, contaminated PDF files, insecure web browsers, and other vectors. The common thread of this rogue software is an authentic looking popup that informs the user that his computer is (falsely) infected with hundreds of viruses and Trojans, and for a fee it will clean the computer. These popups which will not permanently close will typically hijack the computer, destroy the installed legitimate security software, prevent access to online services that can kill it, prevent cleaning utilities from executing, and otherwise take control of the computer until the user pays a fee, typically $30 to $70. This fee is to be paid by credit card or other online payment service to a website that looks legitimate, but is really a complete scam. Not just will the rogue software not clean the computer of the pseudo infections after the fee is paid, but now a cyber criminal, often in Russia, has the user's credit card information. it is not uncommon for that same credit card information to promptly be sold on illicit websites, and to have substantial unauthorized charges appear on the compromised credit card account.

While there are many other cyber threats out there, those listed above are among the most commonly encountered by users. The traditional antivirus software will protect from some of the threats listed, but not all of them; this enhanced security capability is in the purview of the comprehensive security suite, or a combination of different types of individual security utilities, and not the free standing antivirus program. this is explicitly why I currently recommend a high quality integrated security suite, rather than an antivirus program. There are several good commercial security suites available, as well as a few free security suites. Just be aware that antivirus software by itself is inadequate to protect against today's contemporary cyber security threats.

BUSINESS CARDS

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Phoenix, AZ 85014

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(Note: AD PAYMENT MUST ACCOMPANY AD unless credit arrangements have been made). Commercial advertising rates per issue are shown below. Submit camera-ready black and white copy.

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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.

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THE BEST OF INTERNET SHOPPING

INTERNET SHOPPING -
A VIEW OF ONE OF THE BEST
          (Part 1 Now — View Part 2 Next Month)
By Ron Hirsch - Boca Raton Computer Society
RonHirsch1439 at comcast.net

It's probable that everyone who uses the Internet has purchased online at one time or another. Of course there are many sites where one can shop. Some are well known, such as Amazon. But there are also many sites, possibly numbering into the millions, where one can purchase items of every description. And, it is difficult to know what is really behind the web pages that one can view while on an unknown site.

Remember, anyone can design (or have designed for them) a very elaborate and impressive site, even when there is very little behind the front that is displayed. So, sometimes it is hard to evaluate with whom you are dealing. There are various services where one can get "ratings" of many of these sites, but not all sites are listed or rated. So, what is one to do?

Usually, getting recommendations from friends, or reviews from known sources will aid in this activity. And, your own personal experiences should serve you well here.

The purpose of this article is to give you my recommendation for a particular company with whom I've dealt for many years. While I have always had a high regard for them, my recent experiences totally solidify and enhance my feelings about them. This company is NEWEGG.

NEWEGG - AN EXTRAORDINARY COMPANY

This is the first time I've ever written an article about a supplier that I use. But this company, Newegg, is indeed a one in a million, and I feel that my experiences with them do rate the praise that I will be bestowing upon them. Even though I have been dealing with them for years, recent experiences have given me an added new perspective on their operation, and dedication to customer service, and customer satisfaction.

WHO IS NEWEGG??

If you never heard of Newegg, then you probably have not bought many computer parts in the past. And, if you have bought one or more computers or computer components since you got interested in computers, then they were either bought at local retailers such as Costco, or large online sellers such as Amazon, or Buy.com.

WHAT DO THEY SELL??

The company probably started out selling parts mainly to home computer builders, but has since expanded to cover far more than that. Their offerings now include just about every computer part that one can conceive, in addition to complete computers. Plus they offer TV's, digital photography items of all kinds, and also many electronics devices currently in the marketplace.

Newegg is a company that only sells online, and only via placing an order on their site. They do not have any retail stores, nor can you place an order verbally by speaking with a representative. But they do have staff with whom you can talk to on all appropriate matters. And, they do have a web site which is actually a great experience. And below I will explain why this is so.

WHY IS THEIR SITE SO GREAT?

When you first log onto their site, their home page will be presented, and you can use their search box to start your activities there. You can type in a product's model number, a manufacturer's name, a product's type, such as "monitors", or a general area such as "cables".

When the search results come up, you can then refine them via a variety of sorting choices, such as "lowest price", "highest price", "most popular", "manufacturer", etc..

Up to this point, other sites do have similar features, but here's where it gets much better.

REVIEWS - on every product page, on the right, there will be an area where you can bring up product reviews, and there will also be a display indicating

THE BEST OF INTERNET SHOPPING

 the average review score of all the reviews listed. And, each reviewer rates the product in question, on a scale of 1 to 5. At the top of this section is a summary of the scores from all the reviewers, and you can also read the complete review. This can assist potential buyers in deciding about the item they are interested in buying.

IMAGES - For most products, there is a small display of thumbnail photo images of the product. These images display the product in various views, and the other items included in the product package. Clicking on the small thumbnails provides a larger image to view.

SPECIFICATIONS - Clicking here will bring up a list of the specifications for the product involved. This is usually quite complete.

MANUFACTURER - But if added info is wanted, there are tabs to click on, which will take you to that product page on the manufacturer's site, or to the home page there. Also included are phone numbers for the manufacturer in question. Very often, when I am having difficulty locating a phone number for a manufacturer, I go to Newegg's site, and bring up that manufacturer, and then note the phone number.

PRODUCT AVAILABILITY- If the product you bring up is not available because it is either out of stock, or discontinued, there will be an "Unavailable" notation alongside the product. Newegg will not accept orders for a product which is not currently available in their stock. But, you can request an email notification when it does become available, at which time you can then place your order. Often, the product is not available because it has been discontinued. And ultimately, it will then be removed from their site.

SHIPPING & DELIVERY - Newegg does of course have many products that include "Free Shipping". Those that do not will note the shipping charges during the course of placing an order. Their charges are always reasonable. And the shipping time is usually only a couple of days. And if you are ordering several items, the shipping charges will usually be less the total of the individual charges.

This is the end of part 1. Next month, part 2 will offer you the more details on the cream of dealing with Newegg. There is no question that other companies may indeed share some of the great positive features that Newegg offers. But to find a single company that does all of them, is extremely rare.

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Short Circuits...zzzt!

Gone to pot. Police say a Connecticut man called 911 to ask a dispatcher how much trouble he could get into by growing one marijuana plant, then was arrested. Farmington police say a dispatcher told 21-year-old man on Thursday night that he could get arrested for growing pot, and the man said thank you and hung up. Officers went to the suspect's house and seized a small amount of marijuana and drug paraphernalia. The man has admitted he bought seeds and equipment for growing. He was released on $5,000 bail after being charged with marijuana possession and other crimes. A woman who answered the phone at his home Friday said he was unavailable. *Associated Press*, Feb. 3, 2011.

Negative image. A man accused of installing a camera in a women's restroom at a grocery store last week reportedly photographed himself while he was doing it. The man from Newton, Iowa, has been charged with invasion of privacy. He was an employee of the grocery store at the time of his arrest. The charge is a serious misdemeanor. The maximum penalty is a fine of up to $1,875 and up to a year of incarceration. The miniature camera, initially believed to transmit video images over the Internet, was found Jan. 27. It was attached to a fluorescent light fixture in the female employees' restroom. It turned out it was not transmitting images, police said Thursday. It was self-contained. Officers were able to view the suspect allegedly setting it up. The suspect has not worked at the grocery since the incident, the company said. The man, who could not be reached, did not provide information about the crime. *Des Moines Register*, Feb. 4, 2011

"This call may be recorded so we can Play it back for laughs during our break."

Hoo! A man caught naked in a south Mississippi church cemetery says he was trying to take photographs of spirits. The man tells the Picayune Item newspaper that he shed his clothes because he believes skin is the best canvas to show spirits' orbs of energy. The 47-year-old says he only intended to remove his shirt, but he took off all his clothes - a move he now calls "stupid." Authorities had set up a motion-activated camera to try to catch vandals. The chief deputy in Pearl River County, says the man is not accused of vandalism, but the camera caught an unexpected image of him naked. He faces a misdemeanor charge of indecent exposure. He posted $500 bond after turning himself in Friday. *Associated Press*, Dec. 13, 2010.

Coffee, tea, or...? A pilot's spilled coffee accidentally triggered a hijacking alert and caused a United Airlines flight from Chicago to Frankfurt, Germany, to make an unscheduled stop in Canada. A Transport Canada report said United Flight 940 was diverted to Toronto late Monday and landed safely at Pearson International Airport. In a twist reminiscent of the plot of the 1964 Glenn Ford movie *Fate Is the Hunter*, the coffee spill caused distress signals to go out, including code 7500, which means hijacking or unlawful interference. The report says Canada's defense department was notified, but that with the help of United dispatch staff the flight crew confirmed it to be a communication issue and not a hijacking. *Associated Press*, Jan. 5, 2011

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

HOW TO GET THERE
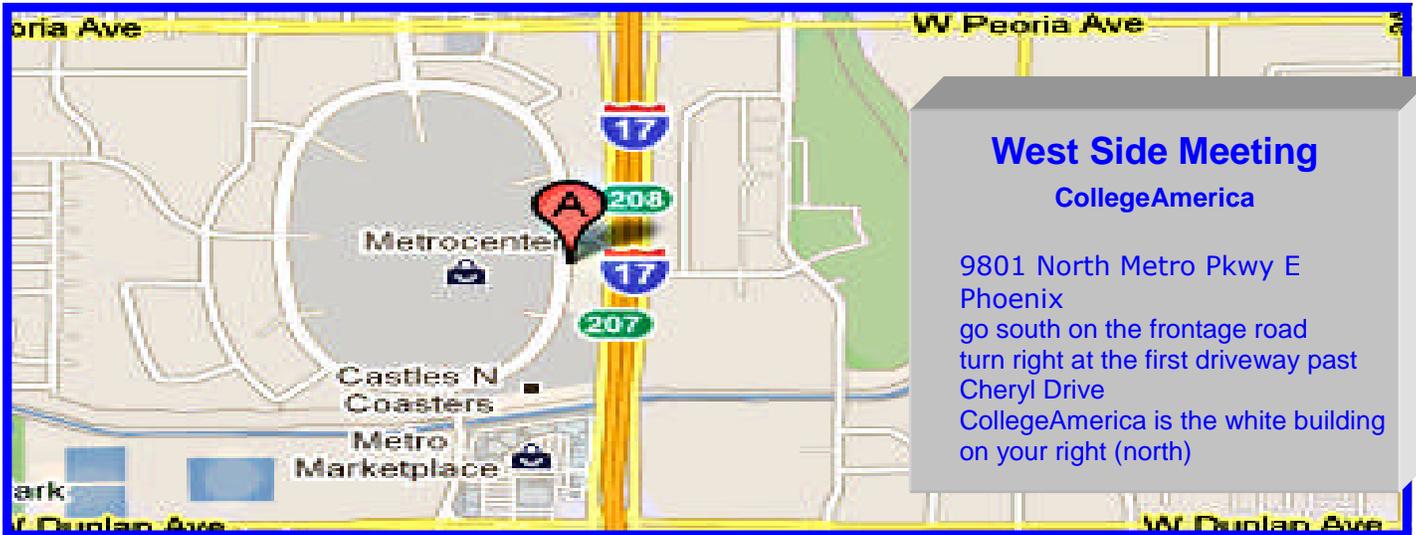
West Side Meeting

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)
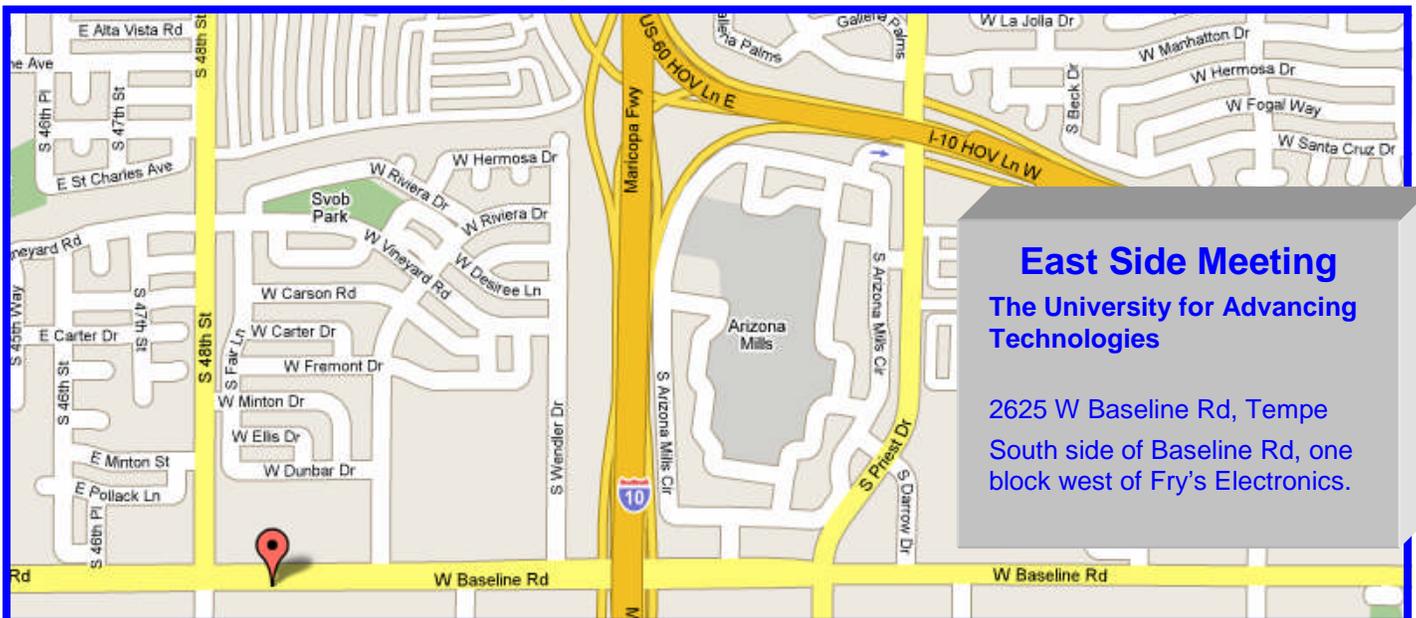
East Side Meeting

The University for Advancing Technologies

2625 W Baseline Rd, Tempe

South side of Baseline Rd, one block west of Fry's Electronics.
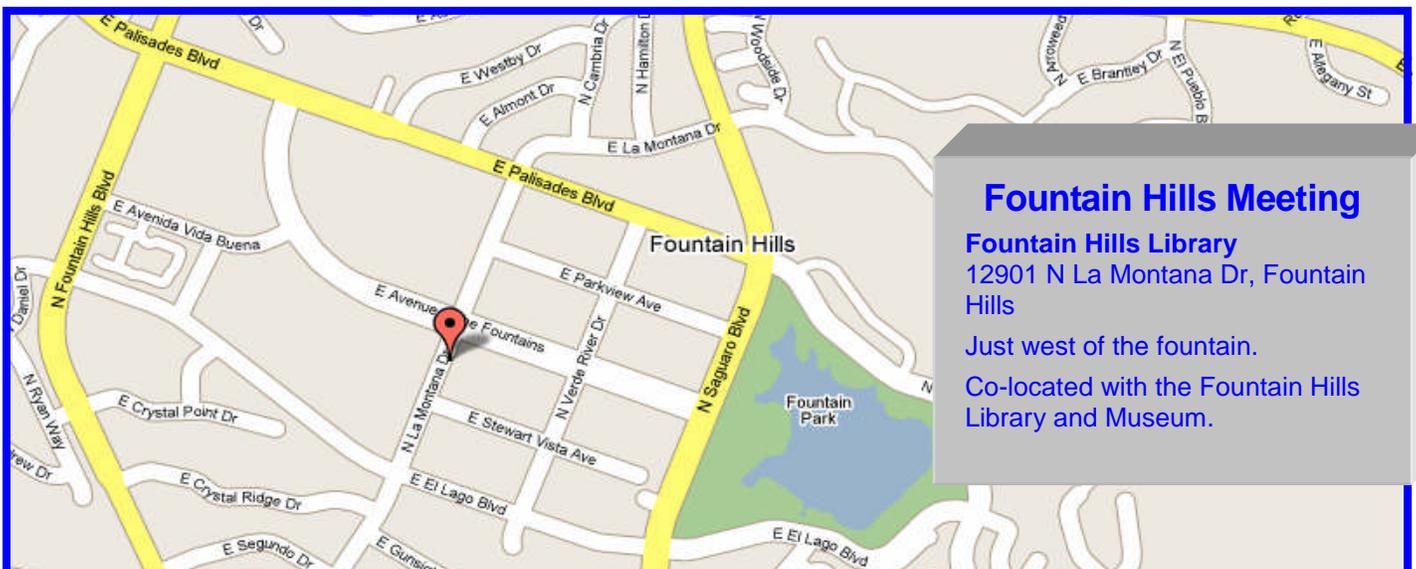
Fountain Hills Meeting

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

Web address:
phoenixpcug.org

February 2011

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