INSIDE THIS ISSUE:

Next Meeting
Wednesday 4th April 2012
7 PM
Demonstration After Meeting
Ivan will show some screen shots done with Photo Shop

LCG Committee 2012/13	OPEN Committee 2012/13
President: Ivan Turmine	OPEN Co-ordinator: Robert Tierney.
Vice President: Janet Headlam	Chairperson OPEN: Laraine Rist.
Secretary: Iris Meek	Vice Chairperson OPEN: Robert Tierney.
Treasurer: Dennis Murray	Secretary: Heather Loffel.
Ass. Treasurer: Laraine Rist	Assistant Secretary: - open -.
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Webmaster/Content: Tom Olsen	Tutor Co-ordinator: Eleanor Horder.
Auditor: Ron Baker	Assistant Tutor Co-ordinators: - open -
Liaison Officer: Eleanor Horder	Newsletter Editor Assistant: Iris Meek.
"VICTOR" Co-Ordinator: Robert Tierney	Maintenance Co-ordinators: Dennis Murray.
LCG Committee: Glenn Gilpin, Reinhard von Samorzewski, June Hazzlewood	Technical Support: - open -
	Co-ordinator of "VICTOR": Robert Tierney.
	Webmaster/Content: Tom Olsen
	OPEN Committee: June Hazzlewood, Judy Hall, Janet Headlam, Sandra Viney, Bruce Dineen, Kay Dawson.

OPEN NEWSLETTER – March–April 2012

EASTER OPENING DATES
OPEN COMPUTING

Good Friday Apl 6 CLOSED
Easter Monday Apl 9 CLOSED
Easter Tuesday Apl 10 CLOSED
Wed-Thurs-Fri   April 11-12-13
Classes at normal times

GRAPHICS WORKSHOPS

The club holds workshops on the first Wednesday morning of each month to allow students to review lessons learned to date.

If students have missed one of the classes, it gives them the opportunity to catch up with others and to practice some of the associated lessons.

A big thank you to new students who make life more pleasant by helping out with morning and afternoon teas and washing out the coffee cups. This service is a fantastic help to busy tutors.

We wish everyone a pleasant year and hope you get a measure of joy from your computers following what the tutors have passed on to you

Good wishes too to those who have been unwell.

VICTOR TELEPHONE NUMBER

Help for members **0408 174235**

ADVANCED GRAPHICS

A new class started this year.
Following OPEN meetings
April 4 approx 2—4.15 pm
July 4 and December 5.
Normal Class times 1 pm-3 pm
May 30 and August 29

FAMILY HISTORY ON-LINE
Wednesday Mornings
March 28
April 25
May 23
June 27
Wednesday Afternoons
April 11
May 9
June 11

VENUE TELEPHONE NUMBER
The club telephone is available during class hours.
63434928
10am –3 pm

TUTORS MEETING

The next Tutors Meeting will be held at our club May 2 following

OPEN Meeting
April 4 at 1pm
LCG Meeting April 4 7pm
Followed by Workshop

OPEN NEWSLETTER – March–April 2012

COMPUTER 'HOUSEKEEPING'

Computers will often need similar attention to houses, but whereas it is fairly easy to see a build-up of dust, an over-flowing rubbish bin or bits and pieces that fallen to the floor in our houses, the problems that can occur inside a computer are not as evident.

A support call-out was requested recently by a person who reported slow response times for most of the work she did on the computer and a change to the format of her Google home-page. The latter included a menu bar that took up about 1/3rd of the left-hand side of the screen and a persistent pop-up that offered her the option to quickly create a web-page.

Suspecting that some form of spyware might be compromising the system I used two of the tools I employ regularly to give the computer a check-up— **Malwarebytes** and **Spybot Search and Destroy**.

Both programs found problems that affected the system's registry. Think of the registry as being similar to the gear-box in your car—you can't see what's going on inside it but you know that if its not working properly then you might be in trouble.

As the laptop involved was 4 to 5 years old these two processes took a total of about 2 hours, so it was fortunate that the lunch break fell within that period. At the end of it we found that the Google home-page had returned to its usual format, and the unwanted pop-up had disappeared. Spywares that cause those type of problems are often called 'browser hijackers' i.e. they take control of your internet browser program.

Continued

COMPUTER 'HOUSEKEEPING' continued

There are two other common problems that may cause a computer to slow down – fragmentation of files on the hard disk, and the hard disk being filled to near capacity.

The latter is not normally a problem in modern computers that have large hard disks as they are very difficult to fill up unless you have lots of large video files. This particular laptop though only had a 40 GB hard drive and less than 4 GB was unused.

Considering that the owner's main use for the computer was creating Word documents, browsing the Internet and sending e-mails I was most surprised to see how full the hard disk was. So, enter two of my other regularly used tools.

ExplorerXP (*it can be used on Vista and 7 too*) provides you with a listing of how all the hard disk space is being used — no need to right-click a folder, and check its Properties to find out what size it is, Explorer XP displays the details in its right-hand pane. You can step down through the folder structure to find which sub-folders are using up a lot of space until you locate the 'culprits'.

In this case I found firstly that there was about 3GB in Temporary Internet files (accumulated during years of browsing I presume) and secondly that the Documents folders contained an extraordinary amount of data for someone who was only creating Word and Works documents. Eventually I discovered that there was more than 9 GB of 'dump' files created by a previous version of the anti-virus program. *Continued (again!)*

COMPUTER 'HOUSEKEEPING'
(the Final Chapters!)

Now that the major problems appeared to have been identified it was time for the clean-up process.

All versions of Windows have a built-in Disk Cleanup process but I'm not convinced of its effectiveness. I prefer a program called **CCleaner** which identifies temporary files in a number of categories and allows the user to select which of those categories they wish to remove. It took a while to remove the temporary files that had accumulated on this particular laptop but the reward was worth it—an extra 3 GB of hard disk space.

As a comparison of the effectiveness of CCleaner and the Windows clean-up utility consider an exercise conducted a few days later on another laptop. The Windows clean-up utility found just a handful of temporary files while CCleaner found 684 Megabytes worth. Enough said?

The final part of the cleanup of the first laptop was to de-fragment the hard disk. Fragmentation is a complex matter but can occur when files are altered or deleted, and the computer may not save every 'page' of a particular file together on the hard disk.

Windows versions also have their own built-in 'de-frag' tools but again I favour two non-Microsoft programs that (1) provide a pictorial analysis of the hard disk's status, (2) seem to do the job faster and (3) provide a graphic display of the progress of the defragmentation process.

Diskeeper can handle the job for Vista and prior versions of Windows while **Smart Defrag 2** is my preferred option for Windows 7.

As you can imagine this 'housekeeping' exercise was quite lengthy but hopefully all the work has resulted in a better performing computer. *Dennis Murray*

OPEN NEWSLETTER – APRIL 2012

PLEASE READ THIS AND LET OTHER PEOPLE KNOW ABOUT IT

I am aware that not every member of our club reads our club newsletter. Considering the amount of time and effort that the editorial group puts in to producing the publication that is more than a little bit disappointing.

But as the months and years roll by it seems that more and more I find myself in a state of **déjà vu** i.e. someone will encounter a problem or ask a question and I will recall that 'the answer' was in a recent edition of the newsletter.

So you may well be making your computing life easier by reading the newsletter.

HORROR VIRUS

What would you do if ...

A fake anti-virus program displayed its message on your monitor and couldn't be closed? And it disabled the Windows Task Manager? But wait there's more ... there were no desktop icons, the Programs list on the Start Menu was empty, all the Documents folders appeared empty, System Restore had been disabled and starting the computer in Safe Mode didn't help because none of the Programs were accessible.

If this is how you want your computer to behave then keep right on clicking every 'miracle download' icon that appears on your screen.

A program that is designed to damage your computer will not be called **Computer Destroyer!** It is more likely to be called Computer Booster. **Don't fall for it!**

AN UNUSUAL SUSPECT?

In yet another of those computer go-slow cases that I seem to encounter regularly, I set off to 'wow' my new client with my customary bag of tricks that I use to snap computers out of their lethargy.

So what were the symptoms? Windows such as My Computer and System Properties taking an eternity to load up from the keyboard shortcuts, Word and Picasa displaying the 'Not Responding' message while starting up and Internet Explorer being so slow that you'd think it was in Outer Space rather than Cyberspace.

And on every occasion that I ran a program that required 'approval' from User Account Control in Windows 7 I found that the screen would turn almost entirely black before re-drawing itself and letting me get on with the job.

Non-essential StartUp programs were decommissioned full scans were done with Spybot and Malwarebytes, temporary files were removed, and the system registry was checked. "That should do it!" I proclaimed triumphantly, but the computer still dawdled along at a snail's pace.

In a last desperate attempt to solve the problem I turned off the anti-virus program that was installed and "Voila!" the computer responded in the manner that I expected.

Obviously this was not an ideal solution as browsing the Internet without anti-virus protection could result in malware finding its way on to the computer.

In the past it has not been uncommon to find memory-hungry anti-virus programs that slow down computers but it was unexpected in this case. As it was a 'paid' product I suggested that the client should contact their supplier.

BEWARE OF HITCH-HIKERS

It's an old, old story but I live in the hope that some day someone might get the message. It seems that hardly a day goes by that I don't find myself removing an unwanted program from a computer at OPEN.

When the Internet Explorer or Mozilla Firefox icons on most of our club computers are clicked the majority of members would expect to see the 'blue links page' appear on the screen. That page provides links to Google, Hotmail and many specialty web-site listings that members of special classes (e.g. Family History) may wish to access.

I certainly don't expect the home-page to be a download site for smart-phone applications or some half-baked search engine that doesn't provide anywhere near the level of results that we have come to expect from Google.

So how do these things get on our computers? In a small number of cases it may be a case of people thinking that their personal convenience outweighs the inconvenience caused to the majority of users.

But in most cases unwanted toolbars, hijacked home pages, and automatic 'downloaders' that invade the privacy of others are caused by installing unauthorised software that often includes so-called features that hitch-hike their way on to the computer on the back of the main program.

I'll be the first to admit that I am always on the lookout for free software that may be of benefit to our members (*and myself*) but I am very selective as to where I source that material.

Just because a friend or a family member thinks that they have discovered the greatest program since sliced bread it may not necessarily be the case.

Dennis Murray

NEWSTREAM

OPEN Session Times

At Studioworks, 1 Pipeworks Rd, L'ton

Standard Sessions $5.00

Monday	10 am –12	General & Beginners
	1 pm – 3 pm	**Beginners & PC Support**
Tuesday	10 am –12	P C Support & Beginners + Mac
	1 pm – 3 pm	As above
	7 pm—9 pm	PC Support (Night Class)
Wednesday	10 am—noon	Special sessions or Meetings
	1.pm—3 pm	As for mornings (see rosters)
Thursday	10 am –12	P C Support
	1 pm – 3 pm	Beginners and P C Support
Friday	10 am –12	P C Support
	1 pm—3 pm	Beginners

SPECIAL WEDNESDAY SESSIONS

Date	Time	Topic	Details
Mar 28	10 – 12	Family History	Judy Hall teaches history online
	1 pm—3 pm	**PSP X1 Graphics**	With Judy, Eleanor & Margaret
April 4	10am –noon	Graphics Workshop	Revisiting graphics classes
Follows meeting	**App 2 –4.15**	**Advanced Graphics**	**A new step using PSP**
Apl 11	10 am-noon	Basic Graphics	With Judy, Laraine & Margaret
	1:00—3 pm	**Family History**	**online with Judy Hall**
Apl 18	10am—noon	Scanning Pictures	OCR scanning documents
	1 pm—3 pm	**Level 2-3 Graphics**	**PSP class with Judy, Eleanor & Margaret**
Apl 25	10 am-noon	Family History	Searching families on the internet
	1 pm—3 pm	**PSP X1 Graphics**	With Judy, Eleanor & Margaret
May 2	10 am—noon	Graphics Workshop	Judy. Laraine
	1pm	**OPEN MEETING**	
May 9	10 am-noon	Basic Graphics	Judy and Laraine,

ASCCA

The Gadget man is a keen Microsoft user and a regular at the ASCCA Conferences.

At the November conference he spoke about the new Windows 8 and its security factors.

He was also rapt in the new processors which are similar to that on tablets and smart phones.

The new operating system is due this year, but a preview is available online which has been set up free by Microsoft.

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PRINTING INKS

When using Multi Function Printers it is a wise move to set the properties to black only. This move avoids colour ink being mixed in unnecessarily.

Look for a draft mode to cut ink use further.

If your printer does both sides you will save considerably on paper expenses.

Sometimes it can work much cheaper if you print your photos at one of the photo kiosks at super markets or at online centres. You can usually purchase prefilled cartridges from your local cartridge recycler.

Remember that sometimes the cheapest printer may be the costliest to run, but it is not necessarily the highest priced printer which is cheapest to run.

Source: Choice Computer ASCCA sponsor.

OPEN NEWSLETTER – Mar-Apl 2012

LEVEL 2 & 3 GRAPHICS

April 18

May 16

June 20

PC Support Classes

Each Tuesday evening 7 pm – 9 pm

March 27	April 3	April 10
April 17	April 24	May 1

With Julie, Dennis, Laraine, Barry

SPECIAL CLASS

APRIL 18 10 AM – NOON

Optical Character Recognition

OCR scanning

A clever program for scanning your important documents, wills, birth certificates etc into other places.

PSP X1

1pm—3pm

With Judy, Eleanor and Margaret

March 28

April 25

May 23

June 27

MAC USERS

Classes every Tuesday with Reinhard, Ivan and Maurice.

Ivan will show some screen shots done with Photo Shop after the LCG Meeting April 4.

BASIC GRAPHICS

10 am—noon

April 11

May 9

May 30

June 13

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**TALKING TECH: THE NEW INTERNET EXPLORER GETS A SOLID "10"**

Let's see how many of our readers are old enough to remember a movie called "10," which starred actress Bo Derek. It was one of those romantic comedy things that co-starred Dudley Moore, and it was considered quite risqué for its time (1979). The title referred to the practice of "rating" a person's physical attractiveness on a scale of 1 to 10, with 10 being the perfect score.

When it comes to web browsers, we have slightly different criteria. We do care about how they look (rendering) but more importantly, we care about their performance. Dudley Moore's character obviously preferred fast women just as we prefer fast browsers. I rate the next version of Internet Explorer, as included in the Windows 8 Consumer Preview, a "10" in speed, and it's appropriately named IE10.

After working with it for a while, I posted a simple Twitter comment: "Internet Explorer 10 is fast like a Lamborghini." Most of the responses I got were in complete agreement. A couple of folks wrote to me and asked, "What makes it faster?" That's a valid question.

Like IE9, IE10 uses hardware acceleration to boost performance. Meaning, instead of just using the processing power of the CPU (the computer's Central Processing Unit), it also taps into the power of the video card's GPU (Graphics Processing Unit) to dramatically improve performance. Microsoft calls this

"accelerated graphics" and you can turn it on or off in the Internet Options settings on the **Advanced** tab (It should be on by default).
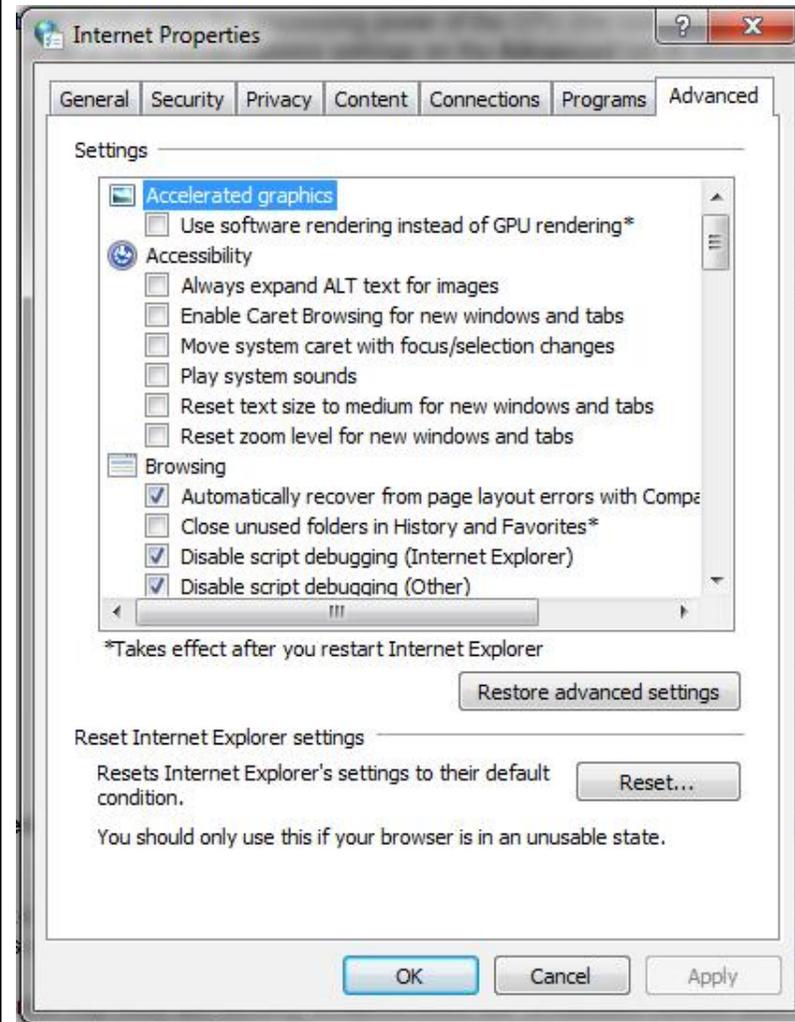
(Continued from page 8)

To use accelerated graphics, make sure the box labeled "**Use software rendering instead of GPU rendering***" is *not* checked. This will speed up processor-intensive tasks and make page rendering faster. Because hardware acceleration is (obviously) dependent on the hardware, results will be better with some video cards than with others.

Other web browsers (Firefox, Chrome, Opera) also use hardware acceleration to various extents, but Microsoft has optimized IE10 to work with HTML5 content and the Metro apps in Windows 8. Microsoft has confirmed that when developers create Metro apps that include web content, users will automatically get the benefits of IE10 performance. And HTML5 apps with a hardware-accelerated browser already offer significantly faster performance than native desktop applications.

IE10's blazing speed is the big attraction, but businesses will also be glad to know that there are security enhancements too. Embedded content such as ads and social networking feeds will run in a sandbox, High Entropy Address Space Layout Randomization (HEASLR) and ForceASLR anti-exploit mitigations have been added and memory protection features have been improved.

Purists will point out that there are two different iterations of IE in Windows 8. If you launch IE from the Metro Start screen, you get a full screen app that uses the entire display. You won't see the address bar or any controls when you're viewing a web page. It doesn't support plug-ins either. A right-click of the mouse or a swipe up from the bottom of a touchscreen will bring up a top bar showing all your open "tabs" (which are not tabbed) and a bottom bar that contains the address box, Back button, Refresh button, Pin button (for creating a tile on the Start screen for the page you're on), Tools button and Forward button.

(Continued from page 9)

You'll likely notice that the "Tools" options are severely limited: You can choose to "find on page" (in which case a Find box will pop up) or you can choose to "View on desktop," which will kick you over into the old-style version of IE10 where tabs are really tabbed and you can enable the menu bar, Favorites bar, Command bar and add-ins such as the Google toolbar, etc. (interestingly, the Bing toolbar won't run on IE10).

If you want to configure settings for IE in Metro, hover over the lower right "hot corner" with your mouse pointer or swipe in from the right side of the screen to bring up the charms bar, then select **Settings**. Click **Settings** again and you'll see the configuration screen shown in the figure below:

As you can see, there's not a lot you can do here: delete your browsing history, set permissions for websites to ask for your physical location, zoom in or out and configure encoding for the display of different languages. That's about it.

If you want to get into more detailed configuration (colors, fonts, accessibility options, customized security levels, content control, certificates, connections and proxy settings, management of add-ons, choosing programs to use for services such as emailing a

web link or the myriad of advanced settings you're used to being able to manipulate in IE) you'll need to go back to the desktop version of the browser, where you'll find all that in the **Tools | Internet Options** dialog box where it's always been.

Except for the extra speed, IE10 on the desktop looks and acts pretty much the same as IE9. There's no learning curve here. In fact, if you should happen to click **Help | What's new in Internet Explorer 10**, you'll be taken to a Microsoft website called "Getting started with Internet Explorer 9."

IE10 is the default browser on Windows 8, but it's highly likely that Win8 users won't be forced to use IE if they don't want to - despite some speculation that Microsoft could lock out alternative browsers.

Mozilla is already working on a version of Firefox that will run on Windows 8, both in desktop mode and on the Metro interface. And Google has confirmed that it will also be producing a Metro-style version of Chrome. In fact, Microsoft has defined a new application class for Windows 8, that's just for the purpose of enabling third-party web browsers. However, it's possible these will run only on full-fledged Windows 8 PCs, and not on ARM-based tablets. We'll just have to wait and see.

So far, I like what I've seen of IE10. If you want to try it out now though, you'll have to install the Windows 8 Consumer Preview. Unlike the early platform preview that ran on Windows 7 but not

Vista, the more recent builds aren't being released for Windows 7.

Have you taken the plunge and installed Windows 8 CP, either as a dual boot, an upgrade or in a VM? If so, what do you think of IE10? Is the Metro version too simplistic? Or is it just right for a touchy-feely interface? Are you noticing big speed improvements over IE9? If/when other browsers for Windows 8 are released, do you expect to use them in addition to or instead of IE?

Windows Hints, Trivia, Tips and Tricks

HOW TO DUAL BOOT WINDOWS 7 AND WINDOWS 8

If you want to try out the new Windows 8 Consumer Preview but you aren't ready to upgrade Windows 7, and you really want to run the new OS on the hardware rather than in a virtual machine, dual booting is the solution. As with dual-boot configurations in the past, when you start or restart the computer, you'll be able to select which operating system you want to boot into - although you'll find that the boot menu looks a bit prettier than the old DOS-like options menu. You'll find the complete directions for how to do this in TechRadar's "Dual boot Windows 8 and Windows 7 side-by-side."

MASTER THE SPELL CHECKER IN MICROSOFT WORD

The spell checker built into popular word processing programs such as Microsoft Word is a great feature for those who have trouble remembering how to spell and who don't like looking things up in the dictionary (electronic or otherwise). However, it's not infallible, and even when it's correct, sometimes it can get a bit too "in your face" for some tastes. You're not at the mercy of the spell checker though; you can control its behavior and make it work *for* you, not against you. Check out these "10 tips for mastering Microsoft Word's spell check feature."

GUIDE TO SWITCHING FROM MAC TO PC

Tired of your Mac computer? Not impressed with OS X Lion? Need a new system and don't want to pay the high price for an Apple product? You're a Mac user but you just

got a job where you need to use a PC? If you or someone you know falls into one of those categories, a Windows Club article titled, "Tips: Switching from Mac to Windows PC" will help with the transition. It tells you about applications for Windows that are comparable to the ones you're used to on the Mac, how to find the equivalent settings and tools and provides a list of services, features and websites to help those who are new to the PC world.

How To: Step-by-Step Guidance

XP TIP OF THE WEEK: DISABLE A USER ACCOUNT

1. Do you have a user account set up on your XP computer that needs to be disabled? Maybe one of your kids is going away to college, or one of the employees of your small business is taking a leave of absence. You don't want that account to be usable, but you don't want to remove it because the user will be back eventually. Luckily it's easy to disable (and then re-enable) a user account in XP:
   Right-click the My Computer icon and click Manage, or open the Computer Management console from the Administrative Tools menu
2. In the left pane, click System Tools | Local Users and Groups | Users
3. In the right pane, right-click the account you want to disable
4. Click Properties
5. Click the Account is disabled checkbox

When you want to re-enable the account, just follow the same procedure and uncheck the box.

WINDOWS 7 TIP OF THE WEEK: DISABLE WINDOWS MEDIA CENTER FROM RUNNING

1. I love Windows Media Center, but what if you have a small business and you don't want an employee to be able to use this feature? If the system is running Windows 7 Pro, Enterprise or Ultimate, you can prevent it from running via Group Policy:
   Type "gpedit.msc" in the Search/Run box
2. Navigate to User Configuration | Administrative Templates | Windows Components | Windows Media Center
3. In the right pane, double-click Do not allow Windows Media Center to run
4. Click Enable and then OK

But there's an easier way, and it works with Home Premium as well as the high-end editions of Windows 7. In Control Panel, go to Programs and Features, click Turn

Windows features on or off in the left pane, scroll down to Media Features and uncheck the box that says Windows Media Center. Click Yes when asked if you want to continue. Click OK, then restart the computer for the change to take effect.

WINDOWS 8 TIP OF THE WEEK: DISABLE THE RIBBON ON WINDOWS EXPLORER

1. I remember all the weeping and wailing and gnashing of teeth over the Ribbon interface in Office 2007. Now many of those who hated it at first (for example, my husband) have become true believers - but not all. And those who still hate the whole concept are likely to hate it just as much when they encounter it in the Windows Explorer in Windows 8. It's easy enough to minimize it with the small upward-pointing arrow to the left of the Help button (top right of the Explorer window). However, if you want to make sure it's never displayed when Explorer opens, you can use Group Policy settings to force that. Here's how:
   On the Windows 8 Metro Start screen, type "gpedit.msc"
2. Press ENTER
3. Click Continue if prompted by User Access Controls (UAC)
4. In the left pane, expand User Configuration | Administrative Templates | Windows Components | Windows Explorer
5. In the right Details pane, double-click Start Windows Explorer with ribbon minimized

Select Enabled and then OK.

Windows Hints, Trivia, Tips and Tricks

RUN WINDOWS 8 ON A MAC

If you have a Mac OS X computer and you're interested in checking out the competition, Windows 8 that is, the Parallels virtual machine software will let you install the Win8 Consumer Preview in a VM on your Mac desktop, thanks to an update that has just been released.

If you'd like to go all the way and install Windows 8 directly on the hardware, you can do that too, using the Boot Camp drivers from Apple. Find out more about how to do that here.

"ZIGGY" BRINGS SIRI-LIKE TECHNOLOGY TO

(Continued from page 12)

WINDOWS PHONE

There has been quite a fuss made about the Siri feature in Apple's latest iPhone. It's a voice recognition-based "personal assistant" that lets you interact with the phone by asking it questions or giving it commands, in somewhat the same way Star Trekkers were able to get information from the ship's computer on the Enterprise. A new app for Windows Phone, "Ask Ziggy 2.0," will provide the same sort of capabilities and is being demonstrated now at the South by Southwest (SXSW) technology conference in Austin.

How To: Step-by-Step Guidance

XP TIP OF THE WEEK: PREVENT AUTOMATIC ADDITION OF NEW ICONS IN NETWORK PLACES

1. By default, Windows XP will find the shared folders and printers on other computers on your local network and add shortcuts for them to your My Network Places folder. This is handy if you'll be accessing those shares from the machine. Sometimes, though, you'd prefer not to have automatic shortcuts clutter up the place. In that case, here's how you can prevent it:
Open Windows Explorer
2. In the Tools menu, select Folder Options
3. Click the View tab
4. Uncheck the box labeled Automatically search for network folders and printers
5. Click OK

Note that if you manually connect to a folder or printer, XP will still place a shortcut in My Network Places even if you've disabled automatic search. You can prevent this by editing Group Policy on your XP Pro machine. To do that, see the first *Windows Configuration and Troubleshooting* tip below.

WINDOWS 7 TIP OF THE WEEK: ADD NEW FILE EXTENSIONS TO WINDOWS SEARCH

1. You already know that Windows can search the contents of your files, but it only searches certain types of files. If you have a proprietary application that creates files with an extension Windows doesn't recognize as being one of the types it normally searches, you can add the file type to the search function. Here's how:
In the Start menu's Search box, type "Indexing Options"

2. In the Indexing Options dialog box, click the Advanced button
3. Click the File Types tab
4. At the bottom of the windows, click the Add button to add a new extension to the list
If there are file types listed that you *don't* want Windows to search, you can uncheck their boxes in the list.

WINDOWS 8 TIP OF THE WEEK: YES, VIRGINIA, THERE *IS* A "BACK" BUTTON AFTER ALL

Getting around in Windows 8 can seem difficult at first - until you know the tricks. One thing I immediately missed was a way to go "back one," to the previous screen I had open. Apps have back arrows for paging back within the app, but how do I get back to an app I'd opened previously, without going all the way back to the Start screen and reopening it from its tile? And for that matter, how do I close an open app?

It turns out it's really easy to do, but not obvious. Touch the screen or hover your mouse pointer over the top-left area of the Metro Start screen. A square pop-up appears that's a miniature rendition of the immediately previous screen. Click it and you're magically transported back to it. Keep clicking to page through all of the apps you have open. Right-click the miniature version and click Close if you want to shut it down.

Note that you can also move to different open apps the old fashioned way, with the ALT+TAB key combination.

The above items sourced from Win News

I wasn't going to do anything today. So far I'm right on schedule!

^a **New scam involves PayPal and Western Union**

By Woody Leonhard

There's a new variation on the old "Nigerian" or "419" scam, one that invokes the names of PayPal, Western Union, and the FBI — and the scammers are raking in billions.

Let me introduce you to the way these scum operate — and show you a few tricks that may keep you from adding to their booty.

"Greetings, I am writing this letter to you in good faith and I hope my contact with you will transpire into a mutual relationship now and forever. I am Mrs. Omigod Mugambi, wife of the late General Rufus Mugambi, former Director of Mines for the Dufus Diamond Dust Co. Ltd., of Central Eastern Lower Leone …"

I'm sure you're smart enough to pass over e-mail like that — at least, I hope so. It's an obvious setup for the classic 419 scam — also known as the Russian scam, the Detroit/Buffalo scam, and, of course, the Nigerian Letter, as described in a Wikipedia page. (The 419 moniker is derived from the Nigerian Criminal Code, Chapter 38, Article 419: "Obtaining property by false pretences; cheating.")

Recently I bumped into a more sophisticated version of the same kind of scam and tried to trace it all the way back to its source. I'll take you through the scam's stages and show you some of its wrinkles. Plus I'll whine about the way big companies such as PayPal and Western Union are letting us down, and I'll talk about how I rode the paperless trail to its roots. You may be able to,

too.

There's a reason why everybody gets so much 419-scam e-mail. It's a huge business. The 419 Coalition says that, as early as 1996, 419 scams netted U.S. $5 billion. The subsequent rise of the Internet and e-mail has only increased the opportunities for this type of fraud. (While Nigeria does harbor its share of 419 scams, perpetrators can be found in all corners of the globe, including the U.S. But, as you'll see shortly, there are significant advantages to working out of small countries.

New wrinkle on an old ploy — the PayPal scam

It all starts when you place an online ad.

It doesn't really matter what you're selling, as long as it's physically large and valuable. It doesn't matter where you advertise — I've seen reports of this ploy being played on Craigslist advertisers and other major online sites.

I first found out about this PayPal 419 scam when a handful of advertisers in my local newspaper all got hit within just a few weeks of each other.

One of the intended victims contacted me the minute he received the first solicitation. He agreed to let me step in and act on his behalf. Here's what happened.

The scammer, PaulW (modified by this author), sends me this message from a Gmail address: "I will like to know if this item is still available for sale?" I write back and say, yes, it is, and he'd be most welcome to come and take a look at it.

(Continued from page 14)

PaulW writes: "Thanks for the response, how long has your friend owned this item? let me know the price in USD? I am OK with the item it looks like new in the photos I am from Liverpool UK, i am sorry i will not be able to come for the viewing, i will arrange for the pickup after payment has been made, all documentation will be done by the shipper, so you don't have to worry about that. Thanks"

Three key points: The scammer is using a Gmail address, which is nearly impossible to trace without a court order; he claims to be out of the country; and he claims that he has a shipper who will pick up the item. The plot thickens.

I write back and say that the item's practically new, I give him a price, but I express concern about the shipper.

PaulW replies: "My shipper will be coming from UK for the pickup, and pls tell your friend to prepare all the export documentations for the pickup. I'm quite satisfied with the condition and price. I will be paying the PayPal charges from my account and i will be paying directly into your PayPal account without any delay, and i hope you have a PayPal account."

I respond, giving him a dormant PayPal account and my "address" (which is, in fact, my local police station).

He quickly writes back: "I have just completed the Payment and i am sure you have received the confirmation from PayPal regarding the Payment. You can check your paypal e-mail for confirmation of payment.a total of 25,982usd was sent, 24,728usd for the item and the extra 1,200usd for my shipper's charges,which you will be sending to the address below via western union."

(I'll call the shipper William C. I've deleted the address because it actually exists in Devon, England. A different person, being scammed at about the same time, was also instructed to send money to the same Devon drop.)

Note the ploy here: I'm supposed to immediately send $1,200 to the shipper via Western Union. Of course, no PayPal payment to cover both the purchase and the shipping was ever sent.

"You should send the money soon so that the Pick Up would be scheduled and you would know when the Pick Up would commence, make sure you're home. I advice you to check both your inbox or junk/spam folder for the payment confirmation message."

I then receive a message claiming to be from "Service-Intl.PayPal.Com":

"The Transaction will appear as soon as the western union information is received from you, we have to follow this procedure due to some security reason … the Money was sent through the Service Option Secure Payment so that the transaction can be protected with adequate security measures for you to be able to receive your money. The Shipping Company only accept payment through Western Union You have nothing to doubt about, You are safe and secured doing this transaction and your account will be credited immediately the western union receipt of *1,200USD* is received from you."

From that point on, it was hard to keep a straight face — you'd think the scammers would put some effort into writing business-

(Continued from page 15)

quality, standard-English sentences (or pay someone to edit them). But "PaulW" and "Service-Intl.PayPal" got progressively more strident when I asked questions about the PayPal Service Option Secure Payment method (which doesn't exist). The tone turned downright abusive; I eventually received a message from a different e-mail address, **Service[at]Intl.PayPal[dot com],** (address modified by this author) with the FBI logo at the top (shown in Figure 1).
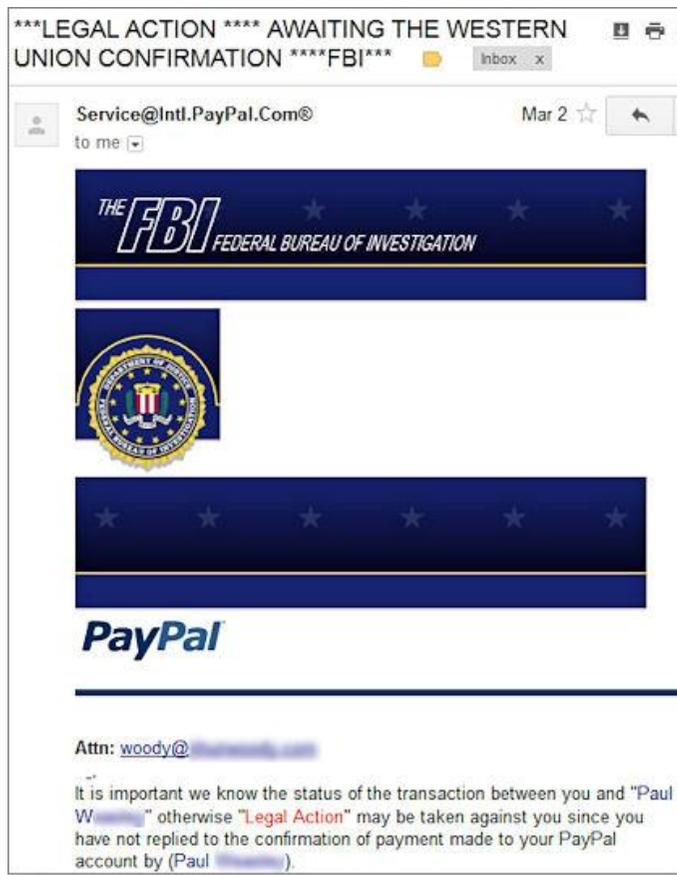

Figure 1. The scammer's threat included a "Federal Bureau of Investigation" letterhead.

The e-mail threatened to take legal action against me: "We use proprietary technology and constantly innovate to help ensure your transactions are safe. In addition, PayPal has over 20,000 staffs worldwide dedicated to keeping PayPal accounts safe, and stopping online criminals. And we work with Internet Service Providers (ISPs) worldwide to shut off fraudulent websites as soon as possible."

I exchanged several dozen e-mails, trying to get the scammers to reveal themselves — to no avail. Eventually, they stopped trying. It's possible they were tipped off after my calls to their ISP, or they simply moved on to easier targets.

Tips that the offer was not on the up-and-up

I knew this was a scam from the beginning. Several people in my area sent complaints to the local newspaper, describing virtually identical ploys — similar messages but with different e-mail addresses. (That was mistake number one.)

Although PaulW's message wasn't very convincing, he did use a Gmail account, which (as noted earlier) is essentially impossible to trace. I Googled PaulW's original e-mail address to see whether it was linked to other scams, but I didn't get any hits. So that part of the subterfuge worked.

But the rest of the scam was sloppy. The initial "PayPal" message had a return address of **Service-Intl.PayPal[dot com] | notification.verification[at]consultant [dot com].** Search

(Continued from page 16)

[at]consultant[dot com] through Google, and you find references to scams. Go to **www.consultant[dot com],** and you'll see one of those generic index sites. When I looked at it, there was just one, bogus, online advertisement.

Most of the time, when the scammers sent e-mail from "PayPal," they used a virtual private network (VPN) to make it look like the messages originated in the U.S. But on three separate occasions, they forgot to turn on VPN. Using a very simple technique, I traced all three messages back to one specific Internet service provider in Lagos, Nigeria (see Figure 2).

Provider	City	Flag	Country
Ip Block Assigned For Mtn N Corporate Clients	Lagos	🇳🇬	Nigeria

Figure 2. Three of the messages originated with the same ISP in Lagos, Nigeria.

Here's how to find the originating ISP of an e-mail:
In Gmail, click the down arrow next to the right of the message header (next to the Reply button) and choose **Show original.** That shows you the entire message, including the full header information (the message routing information at the beginning of the message, which is normally hidden).

a Copy the entire header and go to the ipTRACKERonline header-analysis page.

a Paste the header info into the **Email header analysis** input box and press the Submit button.

a After ipTRACKERonline reloads the page, scroll down to the **Email header analysis report** box. There you'll see where the message has been and — most of the time — where it originated.

For more on tracking down e-mail origins, see Susan Bradley's Nov. 10, 2011, story, "Find out where that e-mail really came from."

What can be done to nail the scammers

So I now had three scam messages with identified IP addresses, the name of a large Internet service provider in Nigeria, and a compelling case for both PayPal (to defend its name) and Western Union (which was being used as a drop) to follow up.

Here's what happened next.

I went to the Western Union site and tried — nearly in vain — to find a security-related, customer-service e-mail address — someone I could talk to about WilliamC in Devon, England, and his apparent use (either knowingly or unwittingly) as a money-laundering mule for these scammers.

The Western Union site has acres and acres of warnings, cautions, and lip service about fraud, rip-offs, and cons. It has links to every single consumer protection agency in the U.S. It also has a customer-service 800 number, but it's hard to put an e-mail header into a phone conversation. In the end, Western Union was of no real help. (We eventually found a fraud-reporting e-mail address listed in small type at the bottom of the company's Phone and Mail Support page. — Ed.)

Moving from Western Union to PayPal was like night to day. PayPal displays its scam-reporting e-mail address prominently in many of its fraud discussions. I sent a copy of the first scam e-mail to spoof@Paypal.com with an open header and soon received a polite response saying, "Thanks for forwarding that suspicious-looking e-mail. You're right — it was a phishing attempt, and we're working on

(Continued from page 17)

stopping the fraud. By reporting the problem, you've made a difference!"

Except it wasn't a phishing attempt. It was a scam that used PayPal as a key prop in the setup. So I sent a copy of the second fraudulent e-mail, explaining that it's a 419 scam. I got back another nice letter that said, "Thanks for forwarding that suspicious-looking email. You're right — it was a phishing attempt, and we're working on stopping …." Yes, it appeared to be a form letter. I sent three messages to PayPal, and I don't think a human looked at any of them.

Next, I wrote to MTN Nigeria, the Internet service provider in Africa, and they did respond. But the upshot was disheartening: "All of our 3G network subscribers now sit behind a small number of IP addresses. This is done via a technology called Network Address Translation. In essence it means that one million subscribers may appear to the outside world as one subscriber, since they are all using the same IP address." It's akin to a massive home network.

No doubt MTN Nigeria could sift through their NAT logs and find out who was connected at precisely the right time. But tracing a specific e-mail back to an individual would be difficult — if not impossible. And it would probably require a court order. On the bright side, my complaint was forwarded to the police. (I'm not, however, holding my breath.)

The bottom line? From a technical aspect, there's little that can be done about these scams. No doubt, thousands of folks around the world are victims. The solution is to bring these scams into the light and to use common sense when transacting business with strangers via e-mail. Any transaction that seems a bit unusual should raise red flags.

That said, there's something to be said for baiting the bustards and making them waste time on someone who isn't going to fall for their tricks. The 419 Eater blog has some handy suggestions.

If you know **anybody** who posts ads online, forward this article to them — they just might thank you for saving their bacon.

Surced from Windows Secrets

Good advice about emails & Forwarding

The man that sent this information is a computer tech. He spends a lot
> of time clearing the junk off computers for people and listens to
> complaints about speed. All forwards are not bad, just some. Be sure
> you read the very last paragraph.
> _____
> He wrote:
> By now, I suspect everyone is familiar
> with snopes.comand/or truthorfiction.com for determining whether
> information received via email is just that: true/false or
> fact/fiction. Both are excellent sites.
>
>
> Advice from snopes.com   VERY IMPORTANT!!
> 1) Any time you see an email that says "forward this on to '10' (or
> however many) of your friends", "sign this petition", or "you'll get
> bad luck" or "you'll get good luck" or "you'll see something funny on
> your screen after you send it" or whatever --- it almost always has an
> email tracker program attached that tracks the cookies and emails of
> those folks you forward to. The host sender is getting a copy each
> time it gets forwarded and then is able to get lists of 'active' email
> addresses to use in SPAM emails or sell to other spammers. Even when
> you get emails that demand you send the email on if you're not ashamed
> of God/Jesus --- that is email tracking, and they are playing on our
> conscience. These people don't care how they get your email addresses
> - just as long as they get them. Also, emails that talk about a
> missing child or a child with an incurable disease "how would you feel
> if that was your child" --- email tracking. Ignore them and don't
> participate!

>
>
> 2) Almost all emails that ask you to add your name and forward on to
> others are similar to that mass letter years ago that asked people to
> send business cards to the little kid in Florida who wanted to break
> the Guinness Book of Records for the most cards. All it was, and all
> any of this type of email is, is a way to get names and 'cookie'
> tracking information for telemarketers and spammers -- to validate
> active email accounts for their own profitable purposes.
>
>
> You can do your Friends and Family members a GREAT favor by sending
> this information to them. You will be providing a service to your
> friends. And you will be rewarded by not getting thousands of spam
> emails in the future!
>
> Do yourself a favor and STOP adding your name(s) to those types of
> listing regardless how inviting they might sound! Or make you feel
> guilty if you don't! It's all about getting email addresses and nothing
> more.
>
>
> You may think you are supporting a GREAT cause, but you are NOT!
>
>
> Instead, you will be getting tons of junk mail later and very possibly
> a virus attached! Plus, we are helping the spammers get rich! Let's
> not make it easy for them!
>
>
> >
> Tips for Handling Telemarketers
>
> Three Little Words That Work!!
>
> (1)The three little words are: 'Hold On, Please...'
>
> Saying this, while putting down your phone and walking off (instead of
> hanging-up immediately) would make each telemarketing call so much more
> time-consuming that boiler room sales would grind to a halt.

>
> Then when you eventually hear the phone company's 'beep-beep-beep'
> tone, you know it's time to go back and hang up your handset, which has
> efficiently completed its task.
>
> These three little words will help eliminate telephone soliciting..
>
> (2) Do you ever get those annoying phone calls with no one on the
> other end?
>
> This is a telemarketing technique where a machine makes phone calls
> and records the time of day when a person answers the phone.
>
> This technique is used to determine the best time of day for a 'real'
> sales person to call back and get someone at home.
>
> What you can do after answering, if you notice there is no one there,
> is to immediately start hitting your # button on the phone, 6 or 7
> times as quickly as possible. This confuses the machine that dialed the
> call, and it kicks your number out of their system. Gosh, what a shame
> not to have your name in their system any longer!!!
>
> (3) Junk Mail Help:
> When you get 'ads' enclosed with your phone or utility bill, return
> these 'ads' with your payment. Let the sending companies throw their
> own junk mail away.
>
> When you get those 'pre-approved' letters in the mail for everything
> from credit cards to 2nd mortgages and similar type junk, do not throw
> away the return envelope.
>
> Most of these come with postage-paid return envelopes, right? It costs
> them more than the regular 44 cents postage, 'IF' and when they receive
> them back.
>
> It costs them nothing if you throw them away! The postage was around
> 50 cents before the last increase and it is according to the weight. In
> that case, why not get rid of some of your other junk mail and put it
> in these cool little, postage-paid return envelopes.

(Continued from page 19)
>
> **One of Andy Rooney 's (60 minutes) ideas.**
>
> **Send an ad for your local chimney cleaner to American Express. Send a**
> **pizza coupon to Citibank. If you didn't get anything else that day,**
> **then just send them their blank application back!**
> **If you want to remain anonymous, just make sure your name isn't on**
> **anything you send them.**
>
> **You can even send the envelope back empty if you want to just to keep**
> **them guessing! It still costs them 44 cents.**
>
> **The banks and credit card companies are currently getting a lot of**
> **their own junk back in the mail, but folks, we need to OVERWHELM them.**
> **Let's let them know what it's like to get lots of junk mail, and best**
> **of all they're paying for it...Twice!**
>
> **Let's help keep our postal service busy since they are saying that**
> **e-mail is cutting into their business profits, and that's why they need**
> **to increase postage costs again. You get the idea!**
>
> **If enough people follow these tips, it will work ---- I have been**
> **doing this for years, and I get very little junk mail anymore.**
>
> **THIS JUST MIGHT BE ONE E-MAIL THAT YOU WILL WANT TO SEND ON**
> **TO YOUR**
> **FRIENDS.**

A woman in a hot air balloon realized she was lost.

She reduced altitude and spotted a man below. She descended a bit more and shouted: "Excuse me, can you help me? I promised a friend I would meet him an hour ago but I don't know where I am"...

The man below replied "You're in a hot air balloon hovering approximately 30 feet above the ground.   You're between 40 and 41 degrees north latitude and between 79 and 80 degrees west longitude".

"You must be an Engineer" said the balloonist.

"I am" replied the man "how did you know?"

"Well," answered the balloonist, "everything you have told me is probably technically correct, but I've no idea what to make of your information and the fact is, I'm still lost. Frankly, you've not been much help at all. If anything, you've delayed my trip with your talk."

The man below responded "You must be in management".

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

"Well," said the man "you don't know where you are or where you're going. You have risen to where you are, due to a large quantity of hot air. You made a promise, which you've no idea how to keep, and you expect people beneath you to solve your problems. The fact is you are in exactly the same position you were in before we met, but now, somehow, it's my bloody fault."