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NOVEMBER MEETINGS

**OPEN's next MONTHLY MEETING will be held on
Wednesday, November 6th 2013, at 1.00pm.**

**LCG MONTHLY MEETING and get-together will
be on November 6th, 2013 at 7:15 pm**

Next LCG meeting workshop will be Geographic
Information Systems [GIS] presented by Bruce Dineen.

GIS is a system designed to capture, store, manipulate,
analyse, manage, and present all types of geog

Newstream Articles

Deadline : 10 Days before Meeting

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LCG Committee 2013/14

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OPEN Committee 2013/14

O.P.E.N. Co-ordinator: Robert Tierney. *Responsible for the smooth running of the Centre on a daily basis*

O.P.E.N. Chairperson: Laraine Rist. *Chair all meetings of OPEN and ensure that they run smoothly*

O.P.E.N. Vice Chairperson: Robert Tierney. *Chair meeting when the Chairperson is unavailable.*

O.P.E.N. Minute Secretary: Heather Loffel. *Handles all incoming and outgoing communications Responsible for the documentation and distribution of all meeting minutes*

Assistant Secretary: - open -. *Help the Secretary where necessary*

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Assistant Treasurer: Laraine Rist. *Help the Treasurer where necessary.*

Newsletter Editor: Dennis Murray.

Publicity Officer: Iris Meek. *Responsible for all advertising*

Membership Co-ordinator: Eleanor Horder. *Keep Membership database up to date.*

Tutor Co-ordinator: Bruce Dineen. *Keep regular contact with Tutors to bring ideas and concerns to meetings*

Maintenance Co-ordinators: Dennis Murray. *Responsible for the maintenance and repairs to all computer equipment*

"V.I.C.T.O.R." Co-ordinator: Robert Tierney.

Webmaster/Content: Tom Olsen. <<mailto:webmaster@lcg.org.au>>

OPEN Committee: June Hazzlewood, Judy Hall, Janet Headlam, Sandra Viney, Kay Dawson, Karia Wicks.

OPEN NEWSLETTER — NOVEMBER 2013

COORDINATOR'S COLUMN

Hello everyone,

1. This month I want to take the opportunity to thank some people for their help during Seniors Week this year. I would like to thank Laraine Rist for being co-MC, it was really appreciated. Thanks to Bruce Dineen, Dennis Murray and the 'MAC gang' for very informative and enjoyable sessions. And thank you to those who came and helped in many and varied forms.

It takes about 6 months of work to organise Seniors Week from my end. This year there were circumstances that were out of our hands including the school holidays, and problems with the printers being late sending out the information booklets. COTA who run Seniors Week may need to think of changing the date for the event e.g. NSW has theirs earlier in the year.

I would encourage anyone who was involved or attended and feels that COTA might need to make some changes please consider contacting COTA and expressing your concerns.

2. From November 1st bookings will be open for our Christmas lunch this year to be held at the Commercial Hotel on Friday December 20th at 12 noon. Your senior tutor each day will have booking sheets available—places are limited so please sign up early. If you are not signed up before December 1st you will not be able to attend. So book early to avoid disappointment.

3. Some of you may have noticed that we have been conducting a short 3 question survey during the month of October and into November. O.P.E.N is YOUR club and we want you to have input into what you would like to attend in 2014.

If you have not already completed the survey you still have time—here is the link to the survey

www.surveymonkey.com/s/6HPXC7N

continued in next column

COORDINATOR'S COLUMN (cont)

4. Our membership fees have risen, we are asking current members not to renew until after 1st December 2013.

Single membership is \$20.00 and couples \$30.00 .

5. Nominations for office bearers and committee members for 2014 will be open from 30th November 2013 till end of January 2014. we would love as many of you as possible to be involved in the running of YOUR club.

Till next time

Happy Computing – Rob :O)

NEW ADDITIONS TO THE OPEN LIBRARY

The following books have been added to our library to help members become conversant with some of the latest technologies.

Members may borrow these but please sign your name in the registration book and limit your borrowing period to a **maximum of one week** so that others can share the benefits.

Android Tablets for Seniors

iPad for Seniors

Windows 8 for Seniors

★ **VICTOR PHONE NUMBER 0408 174 235** ★

★ **Contact the Coordinator Rob Tierney for**
★ **assistance with computer problems at home** ★

★ **(Bookings are subject to availability of tutors.)** ★

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Next LCG meeting workshop will be Geographic Information Systems [GIS] presented by Bruce Dineen.

GIS is a system designed to capture, store, manipulate, analyse, manage, and present all types of geographic data [desktop mapping].

PUBLIC HOLIDAY

LONG WEEKEND MONDAY NOVEMBER 4th

The normal morning and afternoon sessions will be held on this day but please check with your tutor.

The late afternoon Beginners Class won't be held.

VENUE TELEPHONE NUMBER

Don't forget that the club telephone is available during class hours.

******* 6343 4928 *******

Members and tutors can be contacted at the clubrooms **during class hours** by telephoning the number shown above.

Monday to Friday 10am – 3pm

Tuesday evenings 7pm—9 pm

EQUIPMENT CHANGES

NEW SCANNER

Our Canon LIDE20 and LIDE60 'flat-bed' scanners have been performing basic scanning tasks for many years and are still operating fairly well.

However with the advent of new Operating Systems such as Windows 7 and Windows 8 the old scanners aren't compatible with late model computers with a 64-bit 'OS'.

The club has purchased a new **Canon LIDE110** which is compatible with almost all modern laptops and towers.

There is a CD accompanying the scanner which will enable the appropriate software to be installed on members laptops. Ask for help from a tutor if you are unable to perform this task yourself.

CANON IP4850

The printer is the same but the way it connects to our network has changed.

In the last few months network connections between some of the computers and the Canon IP4850 have been unreliable to say the least.

As a consequence many people have been 'clutching at straws' by trying to re-install the printer with the result that multiple versions of the IP4850 printer appear in the Devices list. With as many as 7 or 8 to choose from it is little wonder that members have been confused.

From Monday October 28 the IP4850 will be attached to the network via a **print server** device located near the printer adjacent to OPEN1. Its name in the list of printers will be **Canon IP4850 NWP**. OPEN1 does not need to be turned on for the Canon printer to work—the IP4850 has its own direct connection to the network.

You may see a pop-up on your computer saying 'Printer Not Responding' but eventually the printing will happen.

A few tips ... Make sure that the bottom/front tray is inserted into the printer properly ... and if your print job requires special stationery may sure that 'Rear Tray' is selected in the Printer Preferences before printing. And check that the front cover is open.

Dennis

OPEN NEWSLETTER – NOVEMBER 2013

FAMILY HISTORY ON-LINE

New information is being added to our resources on an on-going basis to help you trace your family's origins. Contact the club for more information.

Classes limited to 8 people.

Wednesday November 13, 2013

1:00 to 3:00 pm

Wednesday November 27, 2013

10 am to noon

Join Judy, Margaret G and the other tutors for these

COMPUTER MAINTENANCE

Wednesday November 20, 2013

10:00 am to 12:00 noon

Judy Hall will be back on deck after her break to advise you of the programs you need and the procedures to follow in order to keep your computers operating safely and efficiently.

This is 'software based' session so you won't require any tools!

ANDROID TABLET INFO SESSION

Wednesday November 6, 2013

10 am to 12 noon

Bruce Dineen will hold yet another session to provide you with details of the 'apps' and techniques that will make your Android operations more enjoyable.

Join in to share the knowledge and experiences of other Android users.

BASIC GRAPHICS

Please check the registration sheets at the club to find out if there are places available.

The dates for the next classes are :

Basic Graphics November 13

10 am to 12 noon

Basic Graphics Workshop

December 4

10 am to 12 noon

The aim of the Basic Graphics course is to equip participants with the skills required to enhance photos and includes transferring the images to a computer through scanning and from portable media devices.

LEVEL 2 & 3 GRAPHICS

With Paint Shop Pro 7 and 8

Wednesday November 20 1:00 to 3.00 pm

Paint Shop Pro XI Advanced

November 27 1:00 to 3.00 pm

These classes are designed for people who have completed the Basic Graphics classes, and involves more advanced features of the Paint Shop Pro graphics programs.

OPEN Session Times

At Studioworks, 1 Pipeworks Rd, L'ton

Standard Sessions \$6.00

[Some special tutorial materials may incur additional charges]

Monday	10 am –12	General & Beginners
	1 pm – 3 pm	Basics and Beyond
	3:30 pm – 5:30 pm	Beginners Class
Tuesday	10 am –12	O-Learn & Beginners [all day]
	1 pm – 3 pm	Mac [all day]
	7 pm–9 pm	Basics (Night Class)
Wednesday		Special sessions or Meetings
		As for mornings (see rosters)
Thursday	10 am –12	General & Beginners
	1 pm – 3 pm	General &
Friday	10 am –12	General & Beginners
	1 pm – 3 pm	Beginners Class

OPEN NEWSLETTER – NOVEMBER 2013

SPECIAL WEDNESDAY SESSIONS

Please register on the sheets – numbers may be limited

Date	Time	Topic	Details
November 6	10 am—12 noon	Android Tablet Session	
	1 pm onwards	OPEN monthly meeting	Current Financial Report and General Business. New members are welcome to attend.
	7:15 pm onwards	LCG monthly meeting	A short meeting to be followed by Bruce Dineen's will presentation on Geographical Information Systems.
November 13	10 am—12 noon	Basic Graphics	
	1 pm—3.00 pm	Family History	Use Ancestry.com to aid your research for an additional fee of just \$3.00.
November 20	10 am—12 noon	Computer Maintenance	Join Judy Hall for the 'low-down' on keeping your computer operating efficiently
	1 pm—3.00 pm	Level 2 and 3 Graphics Class	Advanced graphics using Paint Shop Pro 7 and 8
November 27	10 am—12 noon	Family History	Use Ancestry.com to aid your research for an additional fee of just \$3.00.
	1 pm—3.00 pm	Advanced Graphics Class	Advanced topics using Paint Shop Pro XI

DON'T FORGET THAT BOOKINGS FOR THE CHRISTMAS LUNCH AT THE COMMERCIAL HOTEL CLOSE ON DECEMBER 1st. BOOKING SHEETS ARE AVAILABLE AT THE CLUB—BOOK EARLY TO AVOID DISAPPOINTMENT

OPEN NEWSLETTER NOVEMBER 2013

THE RISE OF 'CADs'— CUSTOMER ALIENATION DIVISIONS

The longer that I am involved in the world of computing the more I am convinced that there are people sitting in the back rooms of IT companies dreaming up ways to annoy and confuse computer users. You don't have to be at the leading edge of computing to encounter this phenomenon.

Let's start with one of the most-used anti-virus programs the free edition of AVG. If you have it installed it is likely that recently you will have seen a pop-up appear on your screen advising 'AVG Needs To Be Updated'. Hang on, you say, doesn't AVG update automatically? Correct, but this Update that you are being badgered about is for AVG2013 to be updated to AVG2014. Why don't they just say so?

Are you a Hotmail (*now called Outlook.Com*) user? Have you recently gone to your inbox and noted that there is an advertising panel running down the right-hand side of the screen? You haven't done anything wrong—Microsoft has just changed the appearance of Outlook.Com. And if you're wondering why the Hotmail 'tools' you use regularly have disappeared you may find that they are hidden until you open an e-mail ... or you could have to click a drop-down arrow to reveal them.

Not to be outdone Google has also joined in the aggravation game. If Google is your home-page you will be accustomed to seeing a black 'menu bar' containing links to Gmail, YouTube etc. Don't look for it any more ... Unless you are very lucky your Gmail link will have moved to the right of the screen and alongside it will be something resembling the old Channel 9 logo—a grid of nine dots that you click to reveal the Google tools that

OLDER AND GRUMPIER!

If anyone actually reads this article it is likely that by the time you do I will have reached the age of 65 ... you know, that magical milestone when people allegedly put their feet up and take life a little easier.

I'd like to think that over the last few years that the efforts I have made in trying to educate and inform members of OPEN about the pleasures and perils of computing might have influenced people to the point where I might be able to spend a little more time engaging in some of the things that I enjoy outside of computing.

But I'm having my doubts. The ink was barely dry on Bruce Dineen's excellent article on Browser HiJackers in the October newsletter, when what do I find has been installed on one of the club computers? You guessed it, a Browser HiJacker program! (*The installation date and time are known.*)

When I click a 'browser' icon such as Internet Explorer or Mozilla Firefox I expect to be greeted by the club's 'blue links page' not a live news program. I don't want to be badgered constantly by pop-ups advising that there are (*for example*) **12 breaking news stories** or **3 news videos**, I don't want frequent reminders about not having done a back-up, and other interruptions to the task of teaching members about computing.

After several years of telling members about such problems the message should be clear ... **If you don't know what effects installing a program will have then don't install it.**

If you want to install these 'trendy' programs on your own computer go right ahead, but please consider other members **before** doing it at OPEN.

Trojans? Viruses? Spyware? Malware?

The greatest threat to your computer may well be you!

Dennis

"GEE, THEY GET YOU!"

The quote is not mine but one often used by a friend who has lived in Melbourne for the past couple of years.

Always on the lookout for ways to economise she seems to regularly fall foul of hidden traps in terms and conditions imposed by all sorts of service providers ... the fine print that most of us don't seem to bother with.

"Why" she asks, "does one service provider give you just 250 MB of prepaid internet data for \$20.00 when another will give you 750 MB for the same price?"

I often ask myself similar questions ... do you remember a couple of months ago I mentioned the case of someone paying \$50 per month for a 1 Gigabyte 'Tablet Plan' when a prepaid Broadband service provides the same amount of data for just \$15 per month ... and the latter is more flexible!

In many instances I think it's because consumers aren't always aware of their options particularly in the IT field where many of the topics can still be a great mystery.

What about those 'plans' that offer you hundreds of dollars worth of calls and data for a comparatively low monthly rate?

Do the Maths — a charge of 50 cents per MB for Internet data doesn't sound like a good deal to me!

Another case I referred to in the last few months related to the Prepaid Broadband 'trap' where a lady's broadband credit disappeared overnight due to a misunderstanding of the 'terms and conditions'. That story had a **happy ending at the time** when the service provider agreed to re-credit an amount of around \$70 to her account.

But recently when she couldn't connect to the 'Net we found that the entire amount had been swallowed up in one session (*probably a Windows Update*) due to the rate charged being 25 cents per Megabyte rather than her 'plan rate' of 1.46 cents per Megabyte.

That lady is in the unfortunate position of not having regular access to computer 'expertise' in her locality. OPEN members are in much better position with many of our members and tutors being able to offer sound advice on a variety of subjects. Please value their experience. **Dennis**

OPEN NEWSLETTER NOVEMBER 2013 - ADVICE FROM BRUCE DINEEN

THE COMPUTER FILING SYSTEM

What is a file system?

File systems are the structures behind how your computer stores and organizes data.

Everything you install, save, edit or create on your computer is stored in Directories. (*often known as folders*)

Every computer system has a filing system and although visually different, their basic operation is similar.

Windows was created from MS-DOS and uses the File Allocation Table (FAT) and New Technology File System (NTFS) to organize data. NTFS was introduced when Microsoft released the NT version of Windows.

Microsoft uses a drive letter to designate the root directory of a computer. Most users will see the C:\ as their primary directory when booting their computer.

In computer history, the A:\ and B:\ were designations for the two types of floppy drives that existed during the time.

All sub-directories and files are represented by graphics (icons) that a user can click.

Organising Your Files

Organising your files on a computer is no different than organising your files in a filing cabinet. The computer places files into directories [*folders*] and arranges the directories into a tree structure with the top level being called the **ROOT DIRECTORY**. (*see graphic at top right*)

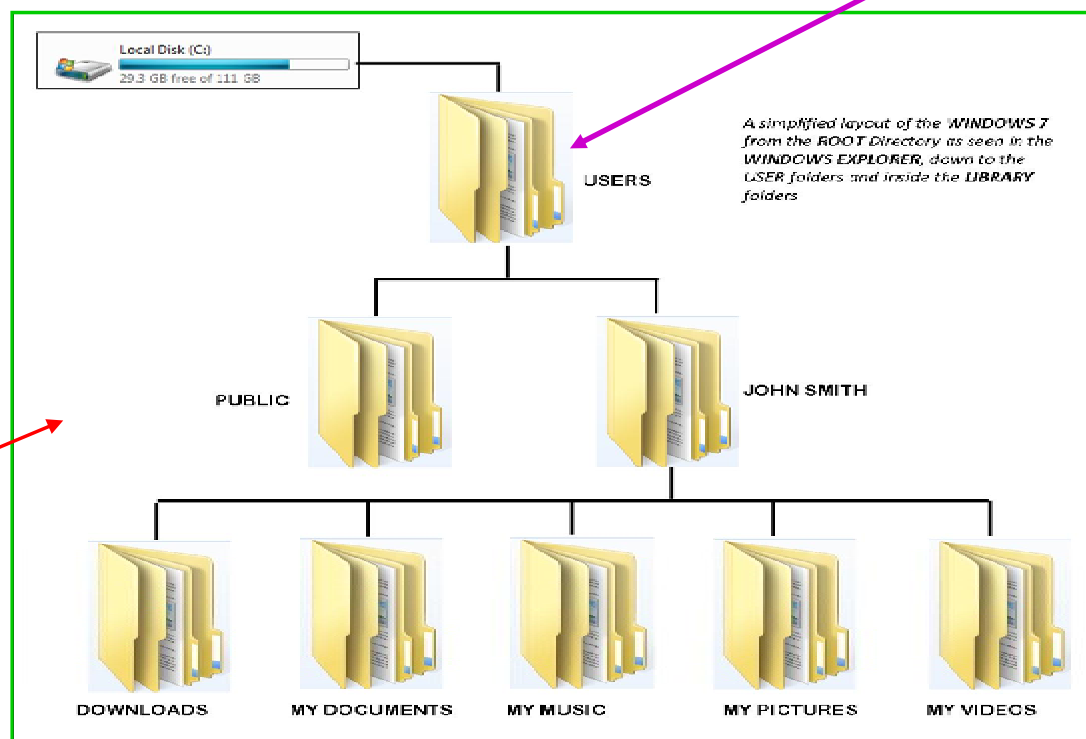
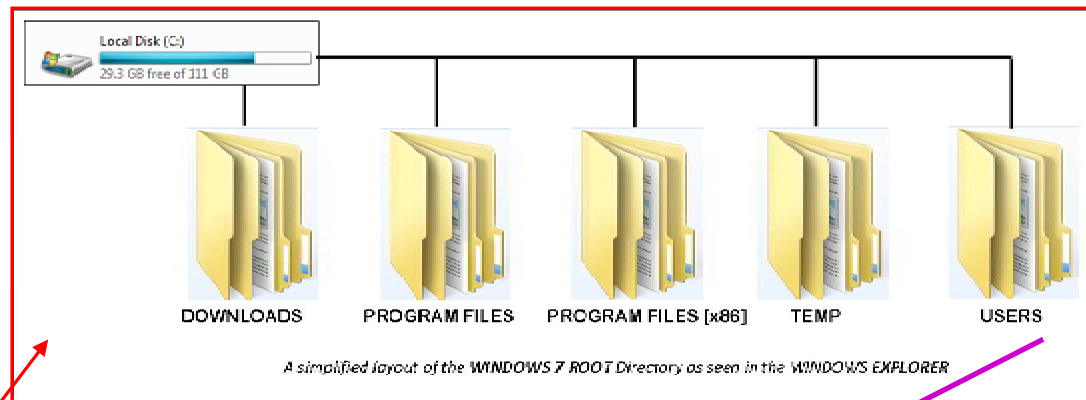
Most users do not specify a directory to use when filing data, they let Windows store it in the default storage area [**The Libraries**].

To find where the libraries are physically located on your computer we need to look inside the user directory [*or folder*].

Once we open this folder we find a group of folders for each user of the computer plus a Public folder [*can be accessed by all users*].

When we open the folder with your user name it will contain the library folders. (*see graphic at bottom right*).

All users should know where their files are stored so as to know which files need backing up and their exact location.



Paste in Microsoft Word

Demystifying the many paste options in Word.

by [Office for Mere Mortals](#)

There's more to Paste in Word than just the shortcut.

Like a lot of things in Word, copy then paste seems simple at first, but there's a lot more going on that you can use to speed up your work.

You can copy text and images from many programs directly into Office.

COPY

At the simple level you copy by selecting the item to be copied then press a shortcut – Ctrl + C should work across almost all Windows programs. Ctrl + Insert is another common Copy shortcut. Or there'll be a copy command on the menu or right-click menu.

The exact way copy works depends on the source program. However you do it, the copied material is placed in the Windows Clipboard. The standard Clipboard has only one storage location so when you Copy, the new copied stuff replaces whatever is already in the clipboard.

Some programs are smarter than others about Copy when you haven't selected anything. Many will copy 'nothing' to the Clipboard, removing the previous Clipboard contents. Office is a little smarter, if you Copy without selecting anything, it will do nothing and leave the existing clipboard contents intact.

It's also possible to drag and drop into Office documents. Select text/images then drag over to the document window and drop it.

PASTE

Now we have something in the clipboard, we can paste it in Word.

You can do that by placing the cursor where you want to insert and pressing Ctrl + V or Ctrl + Insert - and here's where a 'simple' feature gets more interesting. When you paste in recent versions of Word a little tooltip appears near the pasted text. This tooltip shows you the main paste options available:

Normally, Word will paste into your Word document as close a match as it can to the original formatting – called **Keep Source Formatting**. If the text had bold, italic, fonts, center, tables etc – all that formatting is copied across:



Which sounds great but that formatting probably doesn't match the rest of your document. So you can choose **Keep Text Only** but that has its own problems:

Now you've lost all the formatting including the bold text and, most important, the web link!

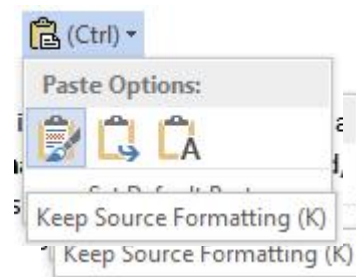
More commonly you want some 'middle ground' with the main formatting attributes (bold, italics etc plus web links) retained but most of the formatting changed to match the document.

¹ [Office 2013: the real startup guide](#) is a great book to quickly get going with *Office 20*

There's a fourth paste option available when you copy between documents: **Use destination styles**. This is a little similar to Merge Formatting except that when the pasted content uses a style name which already exists in the target document, the style setting in the target document prevail. For example, you copy some text formatted with two styles 'Bugs' and 'Bunny'. When you paste that text into another document Word detects that there's already a 'Bugs' style in the document so it pastes in that text and formats it using the style settings for 'Bugs' in the pasted document (not the style of the same name in the source document).

But the 'Bunny' style doesn't exist in the target document so the style and its settings are copied to the pasted document and applied accordingly.

If that all sounds hopelessly confusing – don't despair. The Live Preview feature is a big help in choosing the Paste option you want. Just use the tooltip and as you hover over the Paste Options the pasted text will change to match.



(Continued from page 8)

Exactly which Paste Format options appear depend on what you're pasting and the source.



CHANGING THE DEFAULTS

Which paste option Word uses by default depends on where you're pasting from.

Keep Source Formatting is the default in Word 2013 for pasting:

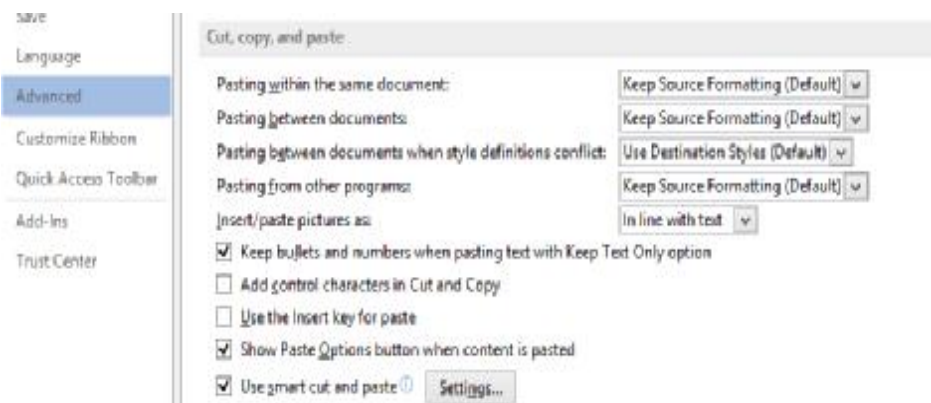
- Within the same document
- Between documents

From other programs

Use Destination Styles is the default for:

Between documents where there's styles of the same name

All these and other paste options can be changed as Options | Advanced :



COPYING FROM WEB BROWSERS

Copying text from a web browser can give you unexpected results. That's because the HTML formatting and the browser rendering can make for confusion when copied to Word.

If you're having trouble, try copying the same content from the web page displayed in Internet Explorer. Naturally enough, Microsoft Office plays better with the browser from the same company.

BUT WAIT THERE'S MORE!

Go up to the Home | Clipboard section and click on Paste. You'll see the same options as in the tooltip but also Paste Special.

Paste Special will be remembered by old Word hands because it was the place to go for some features – in particular 'unformatted text' that have been replaced by more direct Paste options.

Where Paste Special is handy is with the 'Paste Link' option. This lets you copy from one Office document into another with a 'live' link. That means when the source document changes, the 'Paste Link' updates as well. Paste Link can be useful for including the latest Excel data or PowerPoint slide into a Word document.

Bludner: An earlier version of this article gave a wrong copy shortcut - now corrected to Ctrl + In- sert.



Different approaches to solving driver problems

By Fred Langa

Some Windows problems can be truly baffling; but there's almost always a path — or even several paths — to the solution. Plus: Questions about accessing compressed disks, ongoing Win7 coverage, and that Win + X shortcut.

Resolving strange hardware problems With some deep digging, reader Christopher Harris cured a strange problem afflicting 15 PCs he maintains for his school. In every PC, three different subsystems — the USB ports, My Network Places, and Device Manager — were malfunctioning simultaneously!

- Although the exact steps he followed are specific to his situation, the thorough diagnostic work he describes might suggest similar problem-solving approaches for others also facing difficult problems. And my follow-up suggestions below might provide a faster approach.

"Fred, after many years of benefiting from Windows Secrets, I'd like to give back some insight. "Last year, I had to change the IP [address] of a teacher's XP Pro machine from *dynamic (DHCP) to fixed in order to bypass filtering*.

"I went into My Network Places properties — and it was empty! Device Manager was also empty!

"After a long time on the Web trying various solutions — such as making sure the Plug and Play service was running, checking permissions on the CurrentControlSet\ENUM Registry key, installing Microsoft hotfix KB 953979 <http://support.microsoft.com/kb/953979/en-us>, running command-line options, and anything else I could come up with — I gave up and reimaged the PC.

"Then yesterday, a teacher reported that four thumbdrives weren't recognized by her PC. My thumbdrive was recognized, but the safe-to-remove icon didn't appear.

"On a guess, I cleared two Registry entries: HKLM\System\CurrentControlSet\ENUM USB and USBSTOR. It worked! Windows was able to see all the thumbdrives, and the safe-to-remove icon returned.

"The big surprise was that My Network Places and Device Manager were now fixed. Digging a bit deeper, I selectively deleted entries in the USB key. The magic bullet was to remove all entries that had a class value of HIDClass and a Service value of HidUSB and then reboot.

"Because all 15 PCs had the same empty-Device Manager/My Network Places syndrome — and I wanted to be thorough — I backed up both the USB and USBSTOR Registry keys and then deleted them.

"It takes Windows a bit of time to recognize the keyboard and mouse after reboot; that can be shortened a bit by swapping the USB ports used by the mouse and keyboard.

"I tried a quick USB-key change in Win7 and ran into permissions issues, even when trying to change ownership. That's a challenge for another day!"

Very nice troubleshooting, Christopher!

What you removed was bogus hardware settings that were written into the Registry. You also discovered that problem settings in one hardware subsystem can spill over into other, seemingly unrelated subsystems. Sometimes the only way to resolve the problem is to identify and alter or remove the bad entries.

Manual Registry editing works, but there's a simpler, faster method that I've used for years to resolve all manner of seemingly intractable hardware-related problems.

You simply refresh the drivers for the malfunctioning hardware, which automatically rewrites all the relevant Registry entries in one, fast operation — no manual sleuthing or editing needed!

- There are two ways to refresh drivers, depending on whether Device Manager is working. I'll start with the most common case: where Device Manager is functioning. (The instructions are specific to XP, but they're similar in all newer versions of Windows.)

Save any open files, close all running apps, and back up your system. Open Device Manager (in XP: Control Panel/System/Hardware/Device Manager; in Vista: Control Panel/System and Security/System/Device Manager). Expand the listing for the device type that's malfunctioning, right-click the troublesome device, and select Uninstall. If asked, do not choose to delete any associated drivers. Press OK, and reboot your system. During boot, Windows will discover the "new" hardware and install the drivers. This process creates brand-new Registry entries for the affected device(s), bypassing whatever settings were previously causing trouble. As in your case, Christopher, with Device Manager out of service, there's no easy way to uninstall the existing drivers. Perhaps your best bet would have been to visit each PC manufacturer's site and download/install new drivers for your malfunctioning USB (and maybe networking, too) hardware — even if the "new" drivers were the same version number as those currently installed. After a reboot, I bet things would have returned to normal.

Either approach — refreshing or replacing drivers — causes all the relevant Registry entries to be totally rewritten in one step. And that often clears up whatever was causing the trouble.

Again, nice troubleshooting!

Will Microsoft continue to support Windows 7?

Noel Hargood recently moved to Win7, and he's wondering about his investment.

"It took me a while to convert from XP to Win7. My quandary is that everything now seems slanted toward Windows 8. Why should I now have to move to Win8? It appears to be designed for tablets and laptops, whereas I am operating a desktop with no touchscreen. "Please don't stop supporting Windows 7."

No worries, Noel; Win7 support isn't going away anytime soon. According to Microsoft's Windows lifecycle fact sheet [the](#) company will provide extended support for Win7 through Jan. 14, 2020.

Extended support means that even though Microsoft might not release significant future enhancements to Win7, the OS will get over six more years of monthly security updates — plus ongoing support via Microsoft's Knowledge Base and related websites. For a full definition of Microsoft's support policies and terminology, see the Microsoft Support Lifecycle Policy FAQ <http://support.microsoft.com/gp/lifepolicy>.

Windows Secrets has always covered the full lifecycle of Windows versions from beta to end of life. And I have no plans whatsoever of dropping Win7 coverage in this column. Heck, I'm still covering 13-year-old XP — where and when it's appropriate!

Keep in mind, however, that Windows 7 was released in 2009. By now, most of its major features have already been well documented, here and elsewhere. (You'll find almost everything you need to know about Win7 in the Windows Secrets online archives <http://windowssecrets.com/newsletter/>.) There's simply not that much new to talk about.

Windows 8 merits extra coverage because it's new and unfamiliar; it poses new and unusual problems that need exploration. (Many, if not most, new PCs have Win8 installed, and their owners are trying to adapt to a system that is, in lots of ways, significantly different from previous Windows versions.)

There's plenty of life left in Windows 7!

UNTIL I SAW THEESE I DIDN'TREALISE HOW SERIOUS IDENTITY THEFT HAD BECOME



