

# MOTHERBOARD

A Publication of the Computer  Users Group Of Redding, CA

Volume 2012, Number 06

<http://cugr.apcug.org/>

June 2012

## YOUR C.U.G.R. PRESENTS

4th Tuesday, June 26, 2012

Time Of Meeting Is Set For 3 to 5 pm Again In June

### Photo Contest Social Meeting!

See Page 4 for the simple details of the contest. Discussions concerning PCs, taking photos, etc., will fill the social time, including watching the contest photo slide show and judging the photos for the best in quality and originality. Winner will receive a \$25 Crown Camera Gift Certificate!

So come with a photo, or just to socialize, see the imaginations of the contestants, and be a judge! We will supply coffee and cookies.

### Door Prizes

1. Logitech Combo  
Wireless Keyboard &  
Mouse



2. 16 Gig Jump Drive



3. Desktop LCD Clock  
& Items Holder



One free ticket to each member at the door!

### 3 pm Social & Business

Social time & club updates. 3 pm

Sign in at the Greeting Table and pick up your name tag and please leave it in the Tag Box when you leave. Also please stay and help reset the tables to the Library's original arrangement.

July Is Annual Ice Cream Social

Provided by CUGR

Don't Miss It!

### CUGR Calendar

CUGR Board Meeting  
1 PM Monday, July 2, 2012  
at Redding Library in the  
Foundation Reading Room

#### MULTI-MEDIA

10 AM, Saturday, June 30

Jane Quinn SIG Leader  
Digital Devices, usage of  
free software for Movie  
Creation, Photo Projects,  
Music Projects, and Social  
Networking,  
and more.

See back page

for more SIG information

GENERAL MEETINGS ARE  
at the Redding Library  
100 Parkview Ave,  
off Cypress.

OFFICIAL WEBSITE IS

<http://cugr.apcug.org/>

For more information  
call any Board member  
listed on Page 2.

### In This Issue ...

NEW MOBILE APP LETS USERS CALL Naps.....	2
MAY MEETING CUGR.....	3
JUNE MEETING PHOTO CONTEST CUGR .....	4
NEXT CUGR RAFFLE CUGR.....	4
WHAT THE HECK ARE HIBERFIL & PAGEFIL? Linda Gonse.....	5
BITS AND PIECES Rush Blodgett.....	5
FRED SKILL'S TIPS: BELARC ADVISOR Fred Skill .....	5
MULTI-MEDIA SIG UPDATE Jane Quinn.....	6
WHOM DOES NASA CALL TO RECOVER NewsUSA .....	6
MANAGING THE "AUTOS" IN MS OFFICE Nancy DeMarte .....	7
THE GADGET CORNER: Greg Skalka.....	9
SAFETY MEASURES TO TAKE WHEN BANKING Metro Online News .....	9
TABLET OR LAPTOP? Gregory West.....	10
SMART WAY TO ACCESS CLOUD PROGRAMS NAPS .....	11

Members volunteering  
to help members!

## Club Information <http://cugr.apcug.org/>

Club Website:

### Club Mentors & Sponsors

**New Users** ..... **Bob Rice**  
357-2143, ..... Anytime  
..... ricerl@snowcrest.net

**MS Windows** ..... **Darold Wright**  
**Photo Delux** ..... 222-1781  
daroldwright@yahoo.com

**New Users** ..... **Fred Skill**  
**Free Library PC Classes** ..... 243-3557  
**Spread Sheets** ..... Sfskill@shasta.com

**MS Windows** ..... **Bill Ball**  
**Hardware, Software** ..... 275-4632  
**98, ME, XP, Vista, 7** ..... bcard9@charter.net

**DTP** ..... **Judi Ball**  
**Graphic Prgs** ..... 275-4632  
**Photo Editing** ..... jebed@charter.net

**MS Word, PowerPoint, ..... Jane Quinn**  
**Movie Maker 2, DVD Prgs.** ..... 365-0825  
**Digital Image Pro** ..... jqquinn@charter.net

### Sponsors

**Electronic Recycling For Charitable Situations:**  
**Darold Wright**  
**3300 Veda Street, Rdg. 245-0500**  
(no microwaves or large appliances)

### Board of Officers and Directors

**Fred Skill** ..... **President.**  
fskill@shasta.com ..... 243-3557

**Richard Marx** ..... **Vice President**  
marx@wildblue.net ..... 365-7773

**Belva Sullivent** ..... **Past President**  
belvas@charter.net ..... 241-9926

**Mike Doyle** ..... **Past President, Dir.**  
mdoyle6013@aol.com ..... 524-0774

**Mario Quinn** ..... **Treasurer**  
gaucho7427@msn.com ..... 365-0825

**Jeannie Richardson** ..... **Secretary, Dir.**  
Jeanier1954@ATT.net ..... 347-5839

**Jane Quinn** ..... **SIG Lder, Vendor, Dir.**  
jqquinn7427@gmail.com ..... 365-0825

**Eugenia Goodman** ..... **Membership Chair**  
euggoodman@snowcrest.net ..... 221-7723

**Anna Lee Horton** ..... **Mail Manager, Dir.**  
alhorton@sbcglobal.net ..... 222-5521

**Bill Ball** ..... **Dir.**  
bcard9@charter.net ..... 275-4632

**Judi Ball** ..... **Editor, Dir.**  
jebed@charter.net ..... 275-4632

**Lyle VanNorman** ..... **Dir.**  
bbcreelmx@yahoo.com ..... 242-0925

**Margarite Martinovich** ..... **Dir.**  
mjmartin56@sbcglobal.net ..... 241-6378

**Colly Lord** ..... **Website Manager**  
johnclord@charter.net ..... 224-1633

**Ginny Wall** ..... **Name Tag Manager**  
Tootseylou@aol.com

### Motherboard Newsletter Staff

**Judith E. Ball** ..... **Editor**  
jebed@charter.net ..... 275-4632

**Rush Blodget** ..... **Bits And Pieces**  
rmaxtwo@charter.net ..... 241-4754

**Mary Montague** ..... **Proofreader**  
montaguemc@sbcglobal.net ..... 365-6414

**Anna Lee Horton** ..... **Proofreader**  
alhorton@sbcglobal.net ..... 222-5521

### Motherboard Newsletter Policies and Deadlines

The *Motherboard* newsletter is published monthly by the Computer Users Group of Redding, PO Box 494778, Redding, CA 96049-4778. The CUG is a 501(c)(3) non-profit corporation. Subscriptions are included in the \$25 annual membership fee. The purpose of the newsletter is to inform members of upcoming events and provide information about the use of IBM compatible computers.

**Disclaimer:** Neither the CUG, its Officers, the Editor, nor the newsletter contributors assume any liability for damages incurred due to the use of information provided in this publication.

**Reprints:** Articles from this newsletter may be reprinted by other user groups if credit is given to both the author, CUG and the *Motherboard*. Mail a copy of the newsletter where the article is reprinted

to the Editor at the address in the first paragraph of this text.

#### Personal Ads For Members:

Requirements are:

1. Advertiser must be a member.
2. The item must be computer-related.
3. The ad must be received by editor J. Ball by the *monthly date of the board meeting*. Sorry, no exceptions.

Other terms must be approved by the club's Board of Officers and Directors.

**Article Submissions:** All articles and reviews must be submitted to J. Ball by the **Monday of the monthly Board meeting** (see Page 1 for date.) Sorry, no exceptions.

**Motherboard Editor** reserves the right to make corrections and deletions in all articles in the interest of grammar, style, and space.

## New Mobile App Lets Users Call And Text Worldwide For Free

(NAPS)—There's good news for iPhone® and Android™ users—a new mobile app provides free calling and texting between users worldwide.

Vonage Mobile® is a free downloadable app that lets users talk and text worldwide for free with anyone else who uses the app (data rates may apply). It also provides ultra low-cost calling to friends and family who don't have the app. It's a combination of the best free and paid communications apps, all rolled into one.

The new app is the latest offering from Vonage, a provider of communications services connecting individuals through mobile and broadband devices worldwide. Users don't have to be a Vonage home phone customer to use the app—just download it for free from iTunes® or Android™ Market.



### SIGNIFICANT COST SAVINGS

When calling friends and family who don't have the app, users can make calls globally with per-minute rates that are on average 70 percent less than major mobile carriers and 30 percent less than Skype. Rates start at .016 cents/min., and calling credit is available in \$4.99 and \$9.99 increments, making it one of the most cost-effective solutions for international calling.

*Continued on Page4*

# May Meeting



## Congratulations To Our Winners!



*Jeanie Richardson won the 60 Gig External Hard Drive!*



*Betsy McCarville won the Snazzy Designer Mouse!*



*Phil Graham won the Wrought Iron CD Holder!*

Welcome Renewal  
*Ed Beaulac*  
*Mary Montague*

## June Meeting Photo Contest Details

This is not like the usual photo contest! This one is relaxed, fun, and purely social! The photo(s) can be anything, even something off the net that may have sparked your imagination!

The rules are simple:

\* Up to three photo file entries per person.

\* Photos must be in jpg file format — No hardcopies.

\* jpg photo files are to be sent to Jane Quinn via email by Saturday, June 16. (subject: **Photo Contest**, at [qjquinn7427@att.net](mailto:qjquinn7427@att.net)) Any later and the photo will not be included in the contest.

\* You do **not** need be present to win.

The photos will be presented in a slide show on the wall screen at the meeting.

The best photo will be judged by the audience present and the winner will receive a \$25 Gift Certificate from Crown Camera!

### CUGR MEMBER WEBSITES

**MEXICAN-TOURS**  
[www.mexican-tours.com](http://www.mexican-tours.com)  
Lyle VanNorman  
[bbcreelmx@yahoo.com](mailto:bbcreelmx@yahoo.com)

**Publicize Your Website**  
**Here for FREE!**  
*(Members Only Please)*

## Next CUGR Raffle Is This \$255 Monitor At July's Ice Cream Social!



- 1920 x 1080 Full HD resolution with 16:9 aspect ratio for perfect image reproduction
- 3-Year ViwSonic Warranty

**Tickets will sell for \$5 each, or 3 tickets for \$10.**

**You do not need to be present to win!**

Tickets may be bought during the June meeting, in any of Jane Quinn's classes, or by mail and check to Jane Quinn, and final tickets will sell during the July Ice Cream Social meeting.

We have extended the drawing date as requested by some members and thought the Social would be a great fun time.

To buy tickets from Jane by mail, email her at [qjquinn7427@gmail.com](mailto:qjquinn7427@gmail.com), or call at 365-0825 for her mailing address. She will hold the ticket(s) for you until the drawing at the July meeting.

For more info:

call Jane Quinn at 365-0825

or

Judi Ball at 275-4632

# What The Heck Are Hiberfil & Pagefile?

by Linda Gonse, Editor/Webmaster, Orange County PCUG, CA, 2-2012 Issue, Nibbles and Bits, [www.orcopug.org](http://www.orcopug.org), [editor@orcopug.org](mailto:editor@orcopug.org)

One day while purging unnecessary and unused files on my Windows XP computer, I spotted two massive files on the C:\ drive that perplexed me. One was hiberfil.sys at nearly 3.5 gigabytes! And, the other was pagefile.sys at 2 gigabytes!

I did not delete them right then and there. First, I checked them out on Google. As it turns out, both of the system files serve a purpose.

Hiberfil.sys is a file the system creates when the computer goes into hibernation mode. Windows uses the file when it is turned back on. If you don't need hibernation mode and want to delete the file you need to turn the hibernation option off before Windows will allow you to delete the file.

The file size depends largely on the size of active RAM in the computer as the contents of the file are basically a

RAM image. That explains why the file was so large. My computer has 4G of RAM — although it only recognizes 3.25 gigabytes.

I couldn't see a need to have hibernate enabled on my computer so I disabled it by unchecking the Enable Hibernation box in Power Options in the Control Panel. (The procedure for turning hibernation off is significantly different between Windows XP and Vista.)

The next time I rebooted, though, my UPS scolded me for not having hibernation enabled. The UPS unit used that as storage space in case the power goes out and battery power has to kick in.

I was careful to research pagefile.sys before taking any kind of action that might compromise it.

Good thing, too. Pagefile.sys is the virtual memory file Windows uses. Typically, when installed, Windows sets the size of the file at around 1-1/2 times the physical memory size. However, the size may vary depending on the amount of free disk space when the file is created and other factors. The

*Continued on Page 11*

# Bits And Pieces

by Rush Blodget; IMB/PCUG of Redding, [rmxtwo@charter.net](mailto:rmxtwo@charter.net)

Windows 8 Finally, at Long Last: Not with a blaring of bugles and beating of drums as I had expected, A Sunday insert advertisement casually listed USB 3.0 as a component of most of their laptop computers, but not of their desktop computers. Also, commented on discretely was a note that any computer laptop or desktop purchased now could be upgraded to windows 8 Professional for \$14.99 by "downloading". A check of Microsoft's website shows that this offer applies to any purchase of a computer with Windows 7 anywhere during this time frame.

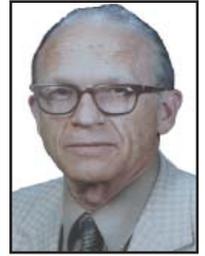
USB 3.0 as discussed previously will transfer files at speeds up to 10 times as fast as USB 2.0 and is backwardly compatible with it. Windows 8 is stated to be a to be a great improvement over Windows 7. It is only necessary to enter the word Windows 8 or USB 3.0 in Google or in your favorite search engine and an abundance of information will become available.

The vendors presumably still have a stock of computers with Windows 7 and USB 2.0s to work off. However, when their stock of computers have been worked down a little more, they will shortly advertise heavily to sell these two very worthwhile products.

If you buy a new desktop computer, or already own one you can purchase a USB 3.0 API card for approximately \$30 and convert your USB 2.0 computer to USB 3.0, however, if you are happy with Windows 7 and would only like to improve your ability to transfer and back-up files then the local computer stores will insert it for you for a fee, of course. You might also like to replace your hard drive with one rated at USB 3.0. You may view a demo of Windows 8 on Microsoft's home page — it has a touch screen resembling the format of a smart phone or a tablet.

It also occurs to me that if you bought your computer within the store's unconditional return period that you might return it for credit or ask about doing so to receive the option of upgrading to Windows 8 Professional for \$14.99.

If you go to the Microsoft web site you can download Widows 8 Release Preview (said to be the last beta version prior to formal release). Windows 8 also contains a newer version of Internet Explorer: version 10. Microsoft Professional also includes the Media Center program.



## NEW MOBILE APP

*Continued from Page 2*

### A FREE GLOBAL NETWORK

Users can instantly build a free global calling and texting network using the app's multi-invite system from their existing contacts. Even more exciting, Vonage Mobile uses the phone's existing mobile number and contact list, eliminating the need for unique user names and duplicate identities for contacts. It's incredibly easy to use, allowing users to take full advantage of the features without the hassle of having to leave the app.

### A COMPREHENSIVE SOLUTION

"Vonage Mobile consolidates the best features of our prior applications, while adding important functionality, better value and improved ease of use," said Marc Lefar, CEO of Vonage. "It

combines the best of free high-def voice and messaging along with incredible value for traditional international calls, all while using the existing mobile number and address book for unsurpassed ease of use."

Vonage Mobile works over Wi-Fi, 3G and 4G wireless data networks, worldwide. In addition to iPhone and Android smartphones, the app also works on iPad®, iPod Touch® and Android™ Tablets.

For more information on Vonage Mobile, please go to iTunes, Android Market or [www.vonagemobile.com](http://www.vonagemobile.com).

New global mobile app for iPhone® and Android™ lets users call and text for free worldwide.

# Multi-Media SIG Update

by SIG Leader Jane Quinn, [jqquinn7427@gmail.com](mailto:jqquinn7427@gmail.com)

Weekly SIG Group meetings are every Thursday at the Anderson Senior Center from 1 - 3 pm. For special projects or one on one assistance walk-in 3 - 4 pm. You can also connect to the classroom at high speed internet through SKYPE. ID is AAASCO2009.

Our monthly Multi-Media SIG is Saturday, June 30 at our home from 10 am to noon. For directions contact me via e-mail above or phone, 365-0825.

I can hardly believe summer is here! My calendar filled up quickly, so hope you can make the last S.I.G. of the season on June 30 at 10 am to noon. We will return to SIG meetings in September.

Enjoy your summer and use Social Networks to keep in touch.

Facebook is a good resource to inform friends and family about your travels. You can also post photos and videos to Web Albums with Google Picasa Web Albums, Shutterfly, or Windows Live Account.

If you're traveling this summer you might find the website "Yelp" useful. It touts real people and real reviews, the foundation of the site. I will use it to find "good eats" along the road. You can access Yelp via iPhone, iPad Android, BlackBerry, and more

"Yelpers" have written over 27 million local reviews. I favor the image postings of the food reviews. Pictures really tell the story. An image will appear, and directly below that image is a series of more photos taken by patrons. They also add map directions and phone numbers.

In this example, I sought a restaurant with a view in Eureka CA

The Weekly Yelp brings local updates on the latest and greatest business openings & other happenings. Simply type your destination and what Event you're seeking. This search found Craft Fairs to see in the San Diego area.

Hope you try it and enjoy it as much as I.



# Whom Does NASA Call To Recover Lost Data?

(NewsUSA)

In the past, research institutions and government agencies stored data on tapes and hard drives — often without backing up the information. Today, when employees discover damage to these tapes and hard drives, they don't assume that the data are lost forever — they simply call data-recovery expert John Bordynuik.

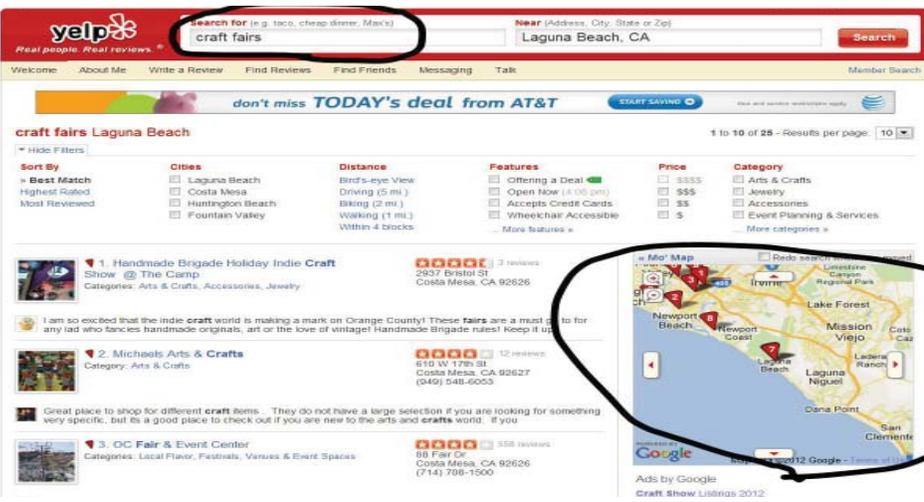
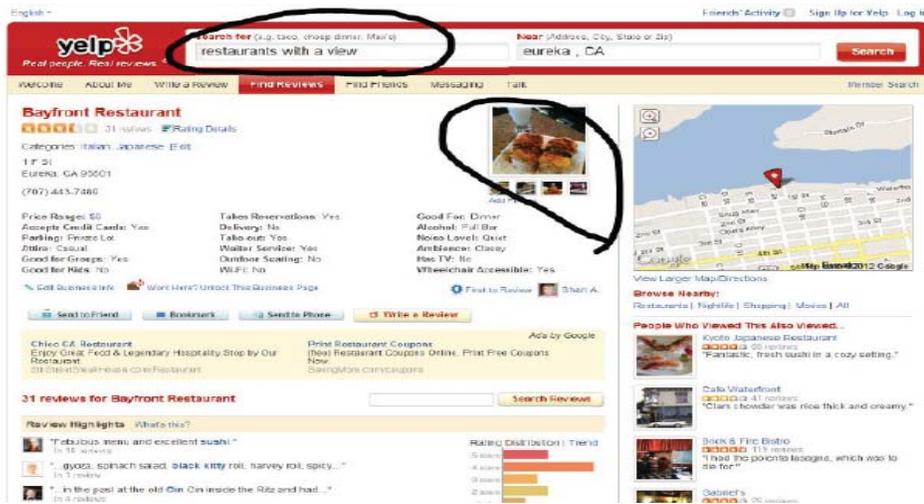
Take the Massachusetts Institute of Technology (MIT). From the '60s to the '90s, MIT recorded its intellectual property onto seven- and nine-track reel-to-reel tapes. When MIT realized that they could no longer read any of these tapes, and that the data on the tapes couldn't be found anywhere else — they tried to recover the data. They failed. It wasn't until 2004, when MIT contacted Bordynuik, that the institution was able to recover the priceless data it had stored on 30,000 pounds of tapes.

Bordynuik, who has an IQ higher than Einstein's; developed his own ovens to bake the tapes, ridding them of any stickiness. After that, he could read them without mangling them and transfer their contents to modern media. In addition to recovering data for MIT, Bordynuik has read tapes for Harvard University, the United Nations and the United States Army.

NASA contracted Bordynuik to recover "unreadable" earth science sensor data that had been recorded on reel-to-reel tapes from 1960 to 2000. NASA was so pleased with Bordynuik's work that, in 2008, NASA sole-sourced his company, JBI Inc., which trades on the OTC under the stock symbol JBII. That means that NASA will award all of its future data-recovery work to JBI.

Bordynuik's interested in other industries as well. His company is moving forward to commence operations on a process, Plastic2Oil, that converts waste plastic into a fuel similar to diesel. Pak-It, a JBI subsidiary, also produced a line of environmentally friendly home cleaning products that come in dissolvable packets. If Bordynuik's work in data-recovery is any indication, we can trust in the success of his other projects.

JBI is currently applying for AMEX (American Stock Exchange). For additional information, visit [www.plastic2oil.com](http://www.plastic2oil.com), [www.jbi-global.com](http://www.jbi-global.com) or [www.johnbordynuik.com](http://www.johnbordynuik.com).



# Managing The “Autos” in MS Office 2007/2010

by Nancy DeMarte, Regular Columnist (Office Talk), Sarasota PCUG, FL, 2-2012 Issue, Sarasota PC Monitor  
[www.spcug.org](http://www.spcug.org), [ndemarte@Verizon.net](mailto:ndemarte@Verizon.net)

I can't count the number of times I have begun a list in a Word document by typing "1," only to look up to find that my 1 is now indented by a quarter inch and the text by a half inch, which was not what I wanted. I was experiencing the frustration sometimes caused by a feature of Microsoft Office programs called AutoCorrect. First, let me say that I am a big fan of the automatic editing and formatting concept. MS developers spent a lot of time interviewing users about their most common errors. Then, to make the programs more efficient, they added to Word, Excel, and PowerPoint a feature that makes these corrections while the user is typing. In some cases, however, when the automatic correction is not what I intend, I lose time undoing it. Therefore, early in my Office experience, I learned how to customize the “Autos” to my needs.

## AUTO CORRECT AND AUTO FORMAT

If you want to see what AutoCorrect and AutoFormat actually control in Word, click the Office button, and then Word Options. (File tab, then Options in Word 2010). Next click Proofing in the left pane, followed by the AutoCorrect Options button. This window has 5 tabs at the top. Exploring the content of each one will give you a good sense of what can be auto-corrected or formatted. You can adjust the checkboxes to create the auto corrections that fit your style. Here are my five favorite options, which I always keep checked:

1. “Correct the accidental use of the CAPS LOCK key” tops the list. It's too easy to hit that Caps Lock key without noticing it until a whole paragraph has been typed. (AutoCorrect tab)
2. “Replace text as you type” gives you access to the extensive list of commonly misspelled words and other typical errors, along with their corrections. For example, if you type “teh” for “the”, it is automatically corrected. You can use the list as is, delete items, or add your own typical misspellings with the correct ones. (AutoCorrect tab)
3. “Replace fractions (1/2) with fraction character — ½” and “Replace ordinals (1st) with superscripts (1<sup>st</sup>)” make a document look more professional in an instant. (AutoFormat tab)

4. “Allow text to be dragged and dropped” is a feature that many Office users are not aware of. You can move small groups of text from one place to another on a page by simply selecting the text, placing the mouse pointer anywhere in the selected area, and holding the mouse button down for a second or two until a small dotted rectangle appears near the mouse pointer. Without letting go of the mouse button, drag the text to its new location. When a vertical dotted line shows you where it will appear, let go of the button. This is the quick alternative to cut and paste. (Word Options — Advanced)

5. “Show Tooltips on hover” gives you immediate definitions for command buttons by merely moving the mouse pointer over the item and reading the information that appears. (Word Options – Display)

Here are my five least favorite Auto options, which I keep unchecked:

1. “Capitalize first letters of table cells” is an option I don't want because I use tables for so many different purposes. (AutoCorrect tab)
2. “(Replace) Internet and network paths with hyperlinks” is good idea, but I often include a website or email address in a document with no intention of having it linked to the web. (AutoFormat and AutoFormat As You Type tabs – uncheck both)
3. “(Apply) automatic numbered lists” addresses the situation I mentioned in the first paragraph. If I am creating a numbered list, I may want to put my numbers at the left margin to save space, rather than have them indented. (AutoFormat As You Type tab)
4. “Use Insert key to use overtype mode” is one of my most annoying features of Word. Overtyping mode means that to change a group of text, you merely type new text starting where the old text begins; the new replaces the old. But because the Insert key is located just above the Delete key on the keyboard, it is often pressed accidentally, engaging overtype mode. The next words typed will overwrite whatever is ahead of them. You can see the problem. (Word Options – Advanced)

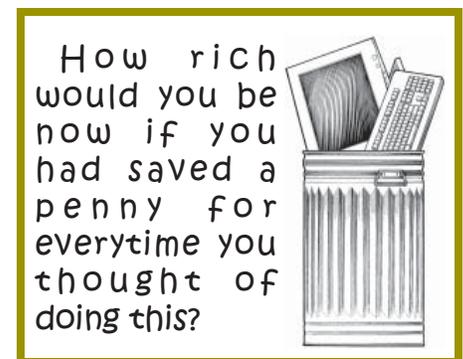
5. “Automatically create drawing canvas when inserting Auto shapes” can cause a lot of frustration. The drawing canvas, introduced in Office 2003, allows you to keep shapes together in complex diagrams. It turned out to be hard to control, however, and in 2007 was relegated to optional status. (Word Options – Advanced)

## AUTORECOVER

Before you leave Word Options, click Save in the left pane. Here, in the Save Documents area, you will find several options which you can edit to your preferences. Here are the two most important:

- “Save files in this format.” – The default choice here is .docx, which is the file type for Word 2007 and 2010 documents. If you normally save your documents as the Word 2003 or earlier file type, .doc, then this is the place to set the file format so it will affect all future documents except those you change manually. Click the down arrow to get the list and choose .doc.
- “Save AutoRecover information every 10 mins.” -- In Word, Excel, and PowerPoint 2007 and 2010, your work is automatically saved periodically to protect it in case of an unexpected power outage or other disruption. The default is 10 minutes, but you can lessen or increase the time between saves. A shorter time keeps your files safer, but might slow down the program's response time. A better solution might be to save work manually after you complete important sections using the key-stroke shortcut, Ctrl+S.

The “Autos” can be very useful as long as you set them up to match your style.



# Change Of Allegiance

## Does The Antivirus Software You Use Really Matter?

by Greg Skalka, President, Under the Computer Hood UG, CA, March 2012 issue, Drive Light, [www.uchug.org](http://www.uchug.org), [president@uchug.org](mailto:president@uchug.org)

I just switched to a new antivirus program. I'd been a loyal user of my previous program for over five years, which seems like an eternity in the ever-changing computer software business. I've wondered for some time if it mattered which brand I used. Although there are probably dozens of antivirus programs available, some of which are even free, I have only ever used four. Am I using the best one? Is there a best one? Would I be wasting my time trying to determine the best one? And is what is best relative to my needs anyway?

I was surprised at the results of an informal survey taken at one of our recent general meetings. Our membership appears to use a wide variety of the available antivirus offerings. Around a dozen different vendors were being used by our members, with no one source having more than 10% of the market in our group. With the market apparently so fragmented, can one brand really be that much better than the others?

I don't deny the importance of computer security. It is a common tenant of cyber security that every computer should run an antivirus program to protect against those threats. Microsoft believes this so much that every version of Windows since XP performs checks to see that an antivirus program is installed and that the virus signatures are not out of date. I'd just like to see proof that the antivirus software is doing its job.

One of my problems with antivirus software is that, at least in my experience, it seldom finds any viruses. I've tried to be diligent in my regular computer maintenance, running antivirus and anti-malware software once each week and keeping the signatures updated. My anti-malware software will often find some kind of spyware or malware on one of my computers to quarantine or delete, but from all the probably hundreds of hours I've spent running antivirus scans, I've yet to find a virus. I do know viruses still exist out there in the cyber world, as I have seen others have them. My daughter had a virus on her laptop last year, and this month we found the Conficker worm on some network servers at the company I work for. Since I've not found any, could

I be running just a placebo antivirus program?

I guess the effectiveness of antivirus software is something we may have to take on faith. I've never seen comparisons or reviews of antivirus software that evaluated the ability to detect or remove particular threats.

Usually the software's rating is based on less essential but more measurable parameters like ease of use, cost or manufacturer's reputation. With new virus threats appearing constantly (or so we are led to believe), how can a program's ability to quickly recognize something new be evaluated in advance? Selecting an antivirus program might be similar to choosing a religion, in that all you have initially is your faith in your choice, and you won't likely find out until much later whether you chose correctly.

I originally started out (over a decade ago) using Norton Antivirus, as it was one of the first and few of this type of program on the market. They also offered a lot of rebates on their products, so I could usually get my antivirus every year for free. I really liked the Norton Utilities, and so it was not long before I was using Symantec's Norton SystemWorks suite. I also really liked the ZoneAlarm firewall, and so used their free version for many years alongside the Norton suite. Eventually, however, Symantec came out with their own firewall program, and they made a decision that has me soured on their products to this day. Symantec made their Antivirus product incompatible with the ZoneAlarm firewall, probably to promote their own Norton firewall. This made me have to choose between them, and ZoneAlarm won. I don't think I've purchased a Symantec product since.

Around this time, ZoneAlarm came out with their own security suite, ZoneAlarm Internet Security Suite. It combined my favorite firewall with antivirus and anti-spyware. It was also usually available periodically for free after rebate (my favorite kind of software), so I used their suite on all my computers for at least five years. The ZoneAlarm antivirus never really impressed me, but at least it worked

well with their firewall, and so I had faith that it was protecting me.

In the last year, however, the ZoneAlarm antivirus turned into a real nuisance. It became a drag on my computer's resources, slowing it down considerably while updating and while scanning. Every time my computer was started, the suite tried to check for updated antivirus signatures. This process took minutes to complete, and occupied the computer to such an extent that it was not possible to use it until the update was completed. This became very annoying, as it slowed my computer just as I was most interested in using it. If I wanted to boot my computer quickly to look up something on the Internet, it added additional minutes to my search time. It also suddenly went from a few hours to overnight and more to run an antivirus scan. I even tried (unsuccessfully) to disable the antivirus updates. Finally I had enough and decided to look for a new antivirus program. This also coincided with the end of my ZoneAlarm ISS subscription and the apparent end of their rebate deals.

During this time I had also used McAfee's antivirus briefly on a new computer that came with a free trial, and used it on the computers provided by my employer. I didn't think it was anything special.

A trusted reference was the deciding factor in my selection of a new antivirus program. Our group's webmaster has been using ESET's NOD32 antivirus software for many years, and had nothing but good to say about it. He claimed it used little hard drive space and ran quickly with little impact on computer performance. I considered using it in conjunction with the free version of the ZoneAlarm firewall, but a rebate deal on ESET Smart Security persuaded me to try another firewall program as well. I bought two of the three-user packs, and figured I was set for all my computers for the next year.

I soon found out why the ESET Smart Security 4 suite was offered at a discount, as within a month Smart Security 5 was released. I was allowed a free upgrade to version 5, but found upgrading from 4 to

*Continued on Page 10*

# Computer Password Tips and Strategies

by Jim Cerny, Director, Sarasota PCUG, FL, 3-2012 Issue, Sarasota PC Monitor, [www.spcug.org](http://www.spcug.org), [jimcerny123@gmail.com](mailto:jimcerny123@gmail.com)

Most of us have several computer or internet “accounts” which provide us with many free services such as email, movies (Netflix), video communications (Skype), photo printing (at Wal-Mart, Walgreens, etc.), music (I-Tunes), banking, shopping, games, entertainment, books, and many more. In fact, your computer is the perfect window to the world and all the people and services in it! But each account you set up requires some sort of “ID” and a password. For example, your email account is your email address and it requires a password to access your email. Many other accounts will use your email address as your ID (so they can email you notices and ads) but will require another password. How do you handle all your accounts and passwords? Here are some helpful tips:

1. ALWAYS WRITE DOWN EVERY ACCOUNT AND PASSWORD YOU HAVE. I cannot emphasize this enough. Review this list every few months and make sure it is current. Keep it with you when you travel. Keeping them on a small portable “jump” drive is a good idea too. You may have set up your computer at home to easily access your email, perhaps telling the computer to “remember me” or your password for you, but when you travel or use another computer you

will need your passwords! Personally, I do not ever allow my computer to “remember” any of my passwords – I enter the password from the keyboard each time I “log in” any account. That way, no matter what computer I am using, the way I access my account stays the same – I always enter my account and password.

2. Write down the internet address of the web page where you enter your account and password. Many people use a “favorite” or an icon on the desktop to quickly get to the “log in” screen for their account. This is ok, but if you use another computer you will not have your shortcuts! So write down the web page address needed for each account.

3. The longer and more complex a password is, the safer it is. In fact, many services now require a password of 8 or more characters with some digits or other “non-letter” characters. Some accounts may require you to periodically change your password. But, hey, we are not spies guarding government secrets. Keep your passwords simple. Use unusual combinations which are easy for you but would be difficult for someone else to guess. Children’s names, birthdates, and home address numbers are too easy for someone to guess since such information can be obtained

without too much effort. Instead, try the make and model of your first car, a childhood favorite game or toy, the name of your superhero, the nickname you gave to your worst in-law, etc. Get the idea? Easy for you but hard for someone else to guess, and impossible to find out without knowing you personally.

4. Yes, you can use the same password for multiple accounts. Now if someone really wanted to use your Skype account or read your email and they had a hint to one of your passwords, it would be much easier for them to guess your other passwords. So your security is reduced. But, honestly now, who would really want to steal your passwords anyway? Who would care? Well, ok, maybe for banking or credit card accounts I would be more careful, but for most other accounts I do not feel the need for a super secure password, so I do use the same password or a variation of it for several accounts.

In business, things are different. Most companies are very careful about computer and telecommunication security. But for personal home use, I think you can be much less paranoid.

But remember: If your computer is repaired or replaced, or if you use another computer, you will need to have your passwords!

## The Gadget Corner: SHOPPING WEBSITE EXPERIENCES

by Steve Baer, Featured Writer, Hilton Head Island Computer Club, SC, 2-2012 Issue, Island Computing, [www.hhicc.org](http://www.hhicc.org), [Baer@eee.org](mailto:Baer@eee.org)

There is still no new tablet at gadget central. I’m still waiting for a good ice cream Sandwich device like the new Asus Transformer Prime. But, with the holidays over, I had a chance to reflect with Mrs. Gadget about our recent web shopping experiences.

This was stimulated by a frustrating session with hotels.com, where I searched for things, made a selection, entered credit card data and then received an email back from them first saying the location was sold out at that date, and then a few minutes later saying there had been a computer error.

I contrast that with my amazon.com experiences where they know who I am, offer reviews of products, show what others bought that looked at this

type of product, and execute flawlessly. Even a recent event in buying an old book (from a sub-merchant) that arrived smelling of cigarette smoke, resulted in an immediate refund.

Based on the above, there seem to clearly be rankings in the quality of web shopping sites, just as there are for everything else. Below are a few of our family experiences and approximate ratings. Hopefully, others will pass along their experiences.

A -Very Good (Favorites I would use again) Amazon.com - The standard to which all should aspire. Good in all aspects: search, reviews, pricing, execution, problem resolution.

Shoemall.com - Quite good in search, selection and execution.

Buy.com - Quite good in execution and price. But sometimes the price is not as low as the competition.

Target.com – Good execution.

Partsexpress.com – Good for electronics and home theater parts, including the obscure. Good search, review, and return policy. Shipping may be a bit high at times.

Nordstroms.com – Good for clothing. Free shipping and returns. No minimum purchase required. Should prices go down after purchase of an item, a simple phone call to customer service and a credit for the difference is issued to the customer.

Potterybarn.com – Good for home

*Continued on Page 10*

# Tablet Or Laptop? A Popular Question ...And More App Reviews

by Gregory West, APCUG Advisor, Region 6 & International VP of Sarnia CUG (scug.ca), Can be contacted at: gwest@apcug.org

Unless you are a "hard core" computer gamer, you can now officially say goodbye to the laptop.

The day of computer frustration is coming to an end. The answer to pulling your hair out as you are trying to figure out why the laptop is so hard to use is called: "touch pads."

Recently, I was on a technology cruise out of Miami, where 400 plus geeks road the seas and clicked on computers in various seminars. Wait, that's not correct. It wasn't computers these everyday people were using. No, it was touch screen devices. Mostly iPads I must admit. This too is strange as the group was 99.9% Windows users. The average age in the 400 plus crowd was, shall I say, more than 50+. Most of them said they cannot believe the difference and ease when they switched from a laptop or desktop to a tablet.

Most people on the tech cruise, who recently bought a tablet and still owned a laptop/desktop computer, said that they "hardly ever use their computer anymore." The hot topic on the ship was the app. People were constantly sharing newfound apps for their tablets.

So what makes these tablets so popular? Price, ease of use, two click downloads for software, portability, and low price is enticing laptop/desktop are just a few of the factors enticing people to switch. Here are some tips when shopping for a tablet:

Test drive several. Ask friends who own them what they suggest. Do online searches for reviews.

Decide what exactly you are going to use it for then decide on the size. I wouldn't worry too much about the hard drive size as most of what we do on computer is heading to the cloud and soon you won't need software programs for your devices.

Make sure the tablet of choice has a USB slot for thumb drives, cameras, and other such devices. ITworld.com suggests "Decide on the operating system. The three main choices these days are iOS, Android or Blackberry Tablet OS. Do a bit of research on all three and pick the one that will work the best for you."

One final word...Most people will tell you once they bought tablets their other computers became lonely. Just ask anyone who owns a tablet and they'll tell you they "hardly use" their computers anymore because the tablet is "so much easier to use and less hassle".

Forester.com researchers predict "Tablets will cannibalize netbooks and outsell them starting in 2012. In 2015, 23% of all PCs sold to consumers in the US will be tablets."

Happy hunting.

App Reviews..."AppZilla 2" won the App or of the year award.

I broke down and bought an app for my iPhone, AppZilla 2. Ninety-nine cents is a fair price to pay for an app that houses 120 apps with just one click. Apple reports this app "surpasses 2,000,000 downloads!" AppZilla 2 works on the iPhone, iPad, and iPod touch. Sorry droid users!

With 120 apps in one app it will take some time to test drive them all. Some are kinda corny but still fun. As a Google user of Docs, mail and much more, I like the way this app has corralled all the Google products for ease of use. They

call this the "utility" app and rightfully so as there are levels, app for flashlight mode on your phone, path finder so you never get lost, night vision, password keeper, parking meter reminder with alarm, police scanner for many cities, and many more I haven't tried but sure will. I give this app a 10+.

Gregory can be reached at: gregory@alternatcloud.com

Visit the free website for 50+ learning computers: <http://alternatcloud.com>

Free Basic Computer Help Workshops first Monday of every month 9:30 to noon: Grace United Church - Sarnia, Ontario - 519-542-1203.

## CHANGE OF ALLEGIANCE

*Continued from Page 8*

5 had issues. It was much better to install version 5 from the web (using my normal activation information), as it allowed the installation on a drive other than the boot drive. The firewall also seemed to work better this way. I'm still learning about ESET's firewall, but their antivirus seems to live up to its reputation as easy on resources. I guess I have something new to have faith in.

## THE GADGET CORNER

*Continued from Page 9*

accessories. Items arrive well boxed and in a timely fashion.

Crateandbarrel.com - Excellent site for kitchen utensils, dishes, cookware and bake ware. Items arrive well boxed and in a timely fashion.

Talbots.com - Good for women's clothing. Approximately once a month they have free shipping with no minimum purchase required for 24 hours but it is never advertised. One must visit the website to find out.

Belks.com - Complete department store. A gift for someone else was ordered. Item was lost and never received by recipient. Customer Service refunded money, no questions asked. They have come a long way in the past few years.

Kayak.com - I use this site only to get an idea of the range of airline prices and schedules. Usually going directly

to the airline site provides slightly lower prices.

B - Medium (Worth a try, if nothing better around)

Bedbathandbeyond.com - Interesting website for home accessories. During "check out" an error was made but unfortunately the software was not specific enough to explain the problem. Purchase had to be completed via phone.

C - Needs Improvement (Not worth another visit, unless I have no other choices).

Hotels.com - Posted inventory not as good as that of individual hotel sites.

Homedepot.com and Lowes.com - Both seem designed to steer you to their local stores as opposed to providing a central place from which to order online.

Remember, these comments are based only on a small sample. Your experience may vary. I thank Mrs. Gadget for her input to this article.



## Crown Camera

Imaging Experts

Digital Cameras  
Photo & Printer Supplies  
M-F 8:30 - 5:30  
Sat. 9 - 5  
www.crowncamerashop.com

530-243-8333 or 800-655-4256 1365 Market Street  
FAX: 530-243-4978 Redding, CA 96001

# Redding's Ultimate Pizza

Locally Owned & Operated!

We Deliver!

1730 Pleasant St., Redding, CA

(530) 241- 8646

## PC Users Group Of Redding Membership Application

Name(s): \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_  
Date: \_\_\_\_\_

**\$25.00**  
DUES PER  
YEAR

- New  
 Renewal  
 Cash  
 Check

Check # \_\_\_\_\_

**MAIL TO: PC Users Group of Redding,  
P.O. Box 494778, Redding, CA 96049**

**(For general information call any Officer or Director listed on Page 2)**

Not A Renewal Reminder

## “Smart” Way To Access Cloud Programs

(NAPS)—There’s good news for those who have to take care of business while on the go. Two new software applications from Infor, a leading provider of business software and services, make it possible to have access to cloud-based programs when outside the office.

Both are designed to provide fast, reliable connections to office systems through smartphones and tablets, such as the iPhone and iPad, regardless of location.

One app, Infor10 Road Warrior, was created to empower sales productivity by sending mobile alerts, approvals and tasks, allowing users to make better, faster business decisions.

The other app, Infor ION ActivityDeck, helps solve the critical problems that arise when users are on the road and have no



visibility into pressing issues going on in the background, enabling them to remain connected and keep business in motion.

To learn more, visit [www.infor.com](http://www.infor.com).

Two new smartphone apps make it possible to access cloud-based programs while on the go.

## WHAT THE HECK ARE HIBERFIL AND PAGEFILE?

*Continued from Page 5*

default size generally works fine but it can be changed. Windows uses this file for its normal operation, but if you really need the space you can delete it after turning the virtual memory option off. Just be aware that this can cause extreme instability in Windows — even causing it to stop working. Yikes!

Back in the old 3.11 Windows days, a file like this was called a swap file. Windows used the hard disk space even then to simulate extra memory. A swap file helped when printing large documents, among other uses.

Not surprisingly, experts advise leaving pagefile.sys alone and to look elsewhere for files to delete!

**IBM/PC Users Group  
of Redding  
P.O. Box 494778  
Redding, CA  
96049-4778**



### **Why Join A Computer Group?**

1. Benefit from a common interest in a personal (and costly) investment: Your business or personal computer.
2. Enjoy more of that investment by learning more about it.
3. Share tips and tricks, as well as new and old ideas.
4. Become exposed to a variety of new hardware and software without sales pressure.
5. Receive an informative monthly newsletter.
6. Have access to various club functions and all Special Interest Groups (SIGs).
7. Find out that no one needs to be alone and helpless with today's computer

*4th Tuesday*

*Monthly Meetings Are At  
The Redding Library*



*1100 Parkview Ave.*

*off Cypress and to the right of City Hall.*

*We will be in the Community Room, which is inside to the  
left of the main library door.*



### **Multi-Media SIG**

**Saturday, 10 AM, June 30, 2011**

At Jane Quinn's Home, for information contact:  
Jane Quinn, 365-0825, [qjquinn7427@gmail.com](mailto:qjquinn7427@gmail.com)

Learn about Digital Devices, usage of free software for Movie Creation, Photo Projects, Music Projects, and Social Networking. Includes Microsoft Windows 7 basic Instruction.

Jane also conducts classes at the Anderson Senior Center (Frontier Center), Thursday 1-3 pm. You can connect to the classroom via high-speed internet to SKYPE, ID # AAASCO2009.

Walk-ins welcome between 3 and 4 pm for tutoring or special projects.

