

# COMPUTER NEWS



Volume 25, No. 9

Sept 2008

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## The Sept Meeting will be a demo by Beth Pickering of Pinnacle Studio 12

The Napa Valley Personal Computer Users  
Group will meet Wednesday,  
Sept 17, 7:00-9:00 P.M.,  
at the Napa Senior Activity Center,  
1500 Jefferson Street, Napa, California



The meeting begins with Random Access, an open-floor question-and-answer period during which attendees can ask questions about computers and computer-related problems and receive helpful information from other meeting attendees. Questions may be submitted before the meeting by e-mailing them to Random Access moderator **Jerry Brown** at [Questions@nvpcug.org](mailto:Questions@nvpcug.org).



During the July Computer Tutor session, Jeff Solomon will be demonstrating and discussing will show how to set up and use a Gmail account. Gmail, or Google Mail, is a free web-based e-mail service. Time allowing, Jeff will briefly show and talk about Google's brand new internet browser called CHROME. It was just released on September 3<sup>rd</sup>. If you have an idea send for the Computer Tutor, please email your ideas to the Computer Tutor, **Jeff Solomon** at [tutor@nvpcug.org](mailto:tutor@nvpcug.org).

The main presenter in September will be Beth Pickering. She is going to demo the easy of use of Pinnacle Studio 12. It is a movie editing program that is designed to simply drag-and-drop movie clips and

- Enhance your videos with photos, music, titles and effects.
- Provide NEW theme-based video editing gets you up and running fast
- Allow the user to Share and archive creations on DVD, YouTube™, and more.

*Could you use some practical information that would help you make better use of your computer? Come to this meeting! Guests are always welcome. Admission is always free.*

*Interested in becoming a member? See page 14 for application information.*

# NVPCUG

## SPECIAL INTEREST GROUPS & MAC GROUP

In SIG meetings you can learn about a subject in greater detail than is feasible at NVPCUG general meetings. SIG meetings are open to everyone. Meeting times and locations occasionally change, so for current meeting information, see our Web site, [www.nvpcug.org](http://www.nvpcug.org), or contact the SIG leaders.

### Investors SIG

Meets: Monthly, second Monday  
5:30 to 7:30 p.m.  
Jerry Brown's home,  
23 Skipping Rock Way, Napa  
Leader: Jerry Brown  
(707) 254-9607  
[bqandjbb@sbcglobal.net](mailto:bqandjbb@sbcglobal.net)

### Digital Photography SIG

Meets: Monthly, second Wednesday  
7:00 to 8:30 p.m.  
Piner's Nursing Home,  
Conference Room  
1800 Pueblo Ave., Napa  
Leader: Susy Ball  
(707) 337-3998  
[susyball@aol.com](mailto:susyball@aol.com)

### Napa Valley Mac User Group

Meets: Monthly, second Thursday  
6:30 - 8:30 p.m.  
Napa Senior Activity Center  
1500 Jefferson St., Napa  
Leader: Ron Rogers  
(707) 226-5352  
[ronrogersnapamug@gmail.com](mailto:ronrogersnapamug@gmail.com)

## President's Message

By Ron Dack, president, <http://www.nvpcug.org/>,  
[President@nvpcug.org](mailto:President@nvpcug.org)

### September 2008

The Annual NVPCUG Member's Picnic was held on Saturday August 23<sup>rd</sup> Dianne Prior coordinated the event. Dick & Sandy Peterson hosted the picnic in their redwood grove. There were games, prizes, great food, and drink. Mike Ball did an excellent job cooking the meat and chicken. Mel Cohen played his accordion for everyone's pleasure. I really enjoy those tunes. I also want to thank all the others that helped make the picnic a success. The picnic was attended by 37 people, some of whom are pictured below or in the photo on page 10.



Once again it is time to look at nominating members to serve on the 2009 NVPCUG Board of Directors if you are a member and are interested in serving or want to nominate someone let one of the current directors know. If you have any comments or ideas about improving the group in any way let me know. You can e-mail me at [President@nvpcug.org](mailto:President@nvpcug.org). I hope to see each of you at the general meeting on Wednesday September 17<sup>th</sup> at 7PM at the Napa Senior Activity Center.

At this time the membership directory, which will be for members only, is being worked on and will be available shortly. We will keep you posted.

Take care,  
*Ron*



### NVPCUG General Meetings

Held the third Wednesday of each month, 7:00 to 9:00 p.m.  
Napa Senior Activity Center, 1500 Jefferson Street, Napa

## NVPCUG Calendar

Sept 17	7:00-9:00 p.m.	NVPCUG General Meeting + A
Oct 1	7:00-9:00 p.m.	Board of Directors meeting + B
Oct 8	7:00-8:30 p.m.	Digital Photography SIG meeting + B
Oct 13	5:30-7:30 p.m.	Investors SIG meeting + C
Oct 9	6:30-8:30 p.m.	Napa Valley Mac User Group + A
Oct 15	7:00-9:00 p.m.	NVPCUG General Meeting + A
Nov 19	7:00-9:00 p.m.	NVPCUG General Meeting + A

### Meeting Locations

- A - Napa Senior Activity Center,  
1500 Jefferson Street, Napa
- B - Piner's Nursing Home,  
1800 Pueblo Ave., Napa
- C - Jerry Brown's home,  
23 Skipping Rock Way, Napa

# Napa Valley Personal Computer Users Group Contact Information

## Officers for 2008

### Board of Directors

<b>President</b>	Ron Dack	unlisted	<a href="mailto:President@nvpcug.org">President@nvpcug.org</a>
<b>Vice President</b>	Dick Peterson	738-1812	<a href="mailto:VicePresident@nvpcug.org">VicePresident@nvpcug.org</a>
<b>Secretary</b>	Marcia Waddell	252-2060	<a href="mailto:Secretary@nvpcug.org">Secretary@nvpcug.org</a>
<b>Treasurer</b>	Roy Wagner	253-2721	<a href="mailto:Treasurer@nvpcug.org">Treasurer@nvpcug.org</a>
<b>Other Directors:</b>	Susy Ball, Ron Dack, Jim Gray, Dick Peterson, Bob Simmerman, Kathy Slavens, Dean Unruh, Marcia Waddell, and Roy Wagner.		
<b>Director</b>	Jim Gray	unlisted	<a href="mailto:Director_Gray@nvpcug.org">Director_Gray@nvpcug.org</a>

### Appointed Officers

<b>Computer Tutor Coordinator</b>	Jeff Solomon	553-2114	<a href="mailto:Tutor@nvpcug.org">Tutor@nvpcug.org</a>
<b>Facility Arrangements Coordinator</b>	Dianne Prior	252-1506	<a href="mailto:Facility@nvpcug.org">Facility@nvpcug.org</a>
<b>Greeter Coordinator</b>	Kathy Slavens	251-9193	<a href="mailto:Greeter@nvpcug.org">Greeter@nvpcug.org</a>
<b>Greeter Coordinator</b>	Bob Simmerman	259-6113	<a href="mailto:Greeter2@nvpcug.org">Greeter2@nvpcug.org</a>
<b>Librarian</b>	Dean Unruh	226-9164	<a href="mailto:Librarian@nvpcug.org">Librarian@nvpcug.org</a>
<b>Membership Director</b>	Bob Simmerman	259-6113	<a href="mailto:Membership@nvpcug.org">Membership@nvpcug.org</a>
<b>Newsletter Circulator</b>	Jim Hearn	224-2540	<a href="mailto:Circulation@nvpcug.org">Circulation@nvpcug.org</a>
<b>Newsletter Editor</b>	Susy Ball	337-3998	<a href="mailto:Editor@nvpcug.org">Editor@nvpcug.org</a>
<b>Product Review CoCoordinator</b>	Susy Ball	337-3998	<a href="mailto:Reviews@nvpcug.org">Reviews@nvpcug.org</a>
<b>Product Review CoCoordinator</b>	Marcia Waddell	252-2060	<a href="mailto:Reviews2@nvpcug.org">Reviews2@nvpcug.org</a>
<b>Programs Director</b>	Susy Ball	337-3998	<a href="mailto:Programs@nvpcug.org">Programs@nvpcug.org</a>
<b>Publicity Director</b>	Ron Dack	unlisted	<a href="mailto:Publicity@nvpcug.org">Publicity@nvpcug.org</a>
<b>Random Access Moderator</b>	Jerry Brown	254-9607	<a href="mailto:Questions@nvpcug.org">Questions@nvpcug.org</a>
<b>Special Projects Director</b>	VOLUNTEER NEEDED		<a href="mailto:Projects@nvpcug.org">Projects@nvpcug.org</a>
<b>Webmaster</b>	Ron Dack	unlisted	<a href="mailto:Webmaster@nvpcug.org">Webmaster@nvpcug.org</a>
<b>Sales Coordinator</b>	VOLUNTEER NEEDED		<a href="mailto:sales@nvpcug.org">sales@nvpcug.org</a>

• All telephone numbers are in Area Code 707.

## NVPCUG Computer News

**Computer News** (ISSN 0897-5744) is published monthly by the Napa Valley Personal Computer Users Group, Inc. (NVPCUG), P.O. Box 2866, Napa, CA 94558-0286.

Subscriptions: \$30 for one year (12 issues).

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The NVPCUG is an IRC 501(c)(3) tax-exempt nonprofit educational organization (EIN 68-0069663) and is a member of the Association of Personal Computer User Groups (APCUG), an international organization. Donations to the NVPCUG are tax-deductible as charitable contributions to the extent allowed by law. Copyright © 2008 by NVPCUG.



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- **Face Time in the 21<sup>st</sup> Century by Lou Vitale** p. 6,  
Macon County Users Group, North Carolina. Person to person communication was pretty simple last century. Many important and amazing things happened without a single bit of digitized information. Lou tells us about a few ways that you can keep up-to-the-minute with your “friends” today.
- **Windows XP Expires by Sandy Berger** p. 7.  
On 6/30/08, Microsoft started the death march for Windows XP. Find out about the four important concessions that will also keep XP alive.
- **The New, the Best AND the Worst (July – August 2008), Pim Borman** p.8,  
SW Indiana PCUG <http://swipcug.apcug.org>. Pim takes a look at Picasa’s web album and cloud computing. Using CrossLoop to Troubleshoot and Control Remote Machines by Vinny LaBash, Sarasota PCUG, Florida [www.spcug.org](http://www.spcug.org). Third party Windows apps are rarely examined in his column, but CrossLoop is too good a utility to help you troubleshoot a computer for Vinny not write about it.
- **IOGEAR Digital Scribe Review by Rebecca Feinstein** p. 9,  
a technical writer and member of WINNERS (WINDows usERS), California . Rebecca was thrilled when she found out there was a digital scribe product offered at a 35% discount after a recent WINNERS meeting. If you have wondered if this is a product for you, be sure to read her review.
- **Prepare for Hard Drive Recovery, Bob Hudak** p. 10,  
Greater South Bay User Group, CA. When you lose control of your computer due to a virus or some sort of malware, or your OS becomes corrupted for one reason or another be ready to fix the problem and Bob shows us some steps we can take to do this.
- **Security and Deleting Files: A Common Misconception by Bob Schwartz** p. 11,  
HAL-PC, Texas. You have just deleted a file from your hard drive. It’s gone, isn’t it? Sorry! It is still there. You want to clean up your HD, so you format it. It is now clean. Nothing is on it anymore, right? Nope! Everything is still there, except for the file directory.
- **Simple file management enhancements are at the top of a wish list for Windows 7 by Linda Gonse** p. 12,  
Orange County IBM PC Users’ Group, California. Besides the obvious – a stable system that performs fast, without vulnerabilities – Linda has thought of a few things she’d like to see integrated into the Windows 7 OS which may be released in 2009/2010.
- **Protect Yourself Against Identity Theft by Marjie Tucker** p13,  
Editor, Macon Computer User Group, Georgia. Their group has had several programs and articles that mentioned ID theft, but she thought it might help to have one document with a checklist of symptoms and solutions for this horrific problem. Make certain that you are not a victim.
- **When to Turn Off Personal Computers, DOE** p. 15.  
Taken from the above website, it compliments Jerry Grommes Going Green article.
- **Going Green by Jerry Grommes** p. 15,  
Sandwich Computer Users Group, Illinois. During their June meeting, there was quite a discussion about whether to leave your computer on versus shutting it off when not in use. Jerry keeps his computer on 24/7 and shows how he dropped his power usage by changing a few settings. (Note from JT / The *When to Turn Off Personal Computers* info from the DOE goes along with this article).
- **Saving pictures that show on your computer screen, Tips & Hints, Dick Carricato** p. 16,  
Tri County Computer User Group, Florida. These days we are bombarded with beautiful pictures on our computers and he gives us a few steps on how to get them onto our computer, as well as how to use the Print Screen key.



# Window Pains – Task Manager

By Bob Balogh, President, Boca Raton Computer Society, Florida,

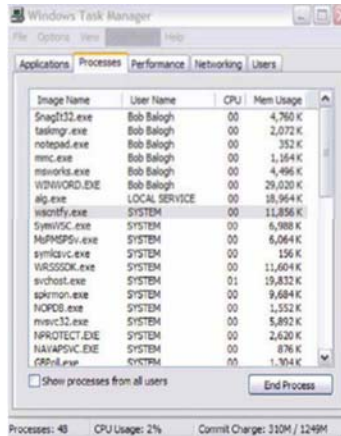
[www.brccs.org](http://www.brccs.org), [helpbrccs@yahoo.com](mailto:helpbrccs@yahoo.com)



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## Task Manager

Task Manager is a helpful application that is part of the Windows Operating System (2000, XP & Vista). You can open it with the three fingered salute—Ctrl/Alt/Delete, or more easily, my preferred way, by a right click on an open space on your Taskbar, and clicking on Task Manager. You may also open Task Manager by going to Start-Run and entering “taskmgr” (without the quotes).



Most of us have only experienced dealing with the Task Manager when a program no longer seems to be functioning. We then open the Task Manager and click on the Applications Tab, see the list of running programs, and highlight the program we are having difficulty with, then click on “End Task” at the bottom of the page. Voila, the program is shutdown and is no longer causing you a problem. Of course, you still will want to find out why the problem began or why the program froze in the first place. However, that is for another time.

## Processes

You can also click on the “Processes” tab, to see exactly which programs are running in the background.

Go on open yours up and see what is running. Here is part of mine:

Of course all these programs do not have to run. In fact while many of these programs are useful and are needed others are not needed and may at times cause problems. The problem is what determining what these programs do. Even if you are not inclined to stop any of these programs it is a step forward to know what these programs do so at least you have an idea as to what may be causing a particular problem when it arises.

To see a list of most of the possible programs that are running in the background just go to this web site [http://www.answersthatwork.com/Tasklist\\_pages/tasklist.htm](http://www.answersthatwork.com/Tasklist_pages/tasklist.htm) and peruse the programs from A-Z. Well, you don't have to look at all of them, just the ones you have listed in your Task Manager.

Remember, all the programs, that are listed in your Task Manager, may not be listed at “Answers that Work”. Why you might ask? Well, just look at my list and you will see a program listed called Snagit32.exe. That is a program that I added to my computer, and use often.

Actually, it is the program I used to create the picture of

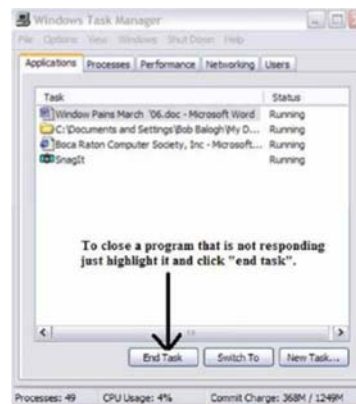
the Task Manager above. So it is listed, since it was still “running”, when I made the screen capture. Could I turn it off? Sure, all I have to do is close the program.

If you want to turn off a program that is running in Task Manager, don't change, or disable it in the Windows Task Manager. Instead, go to the Control Panel | Administrative Tools | Services, and change them there.

Double click on the entry, and change it from the dropdown list where it says “Startup Type”. Carefully read what it does, and what it is related to, before making a decision. Write down what you changed, in the event you wish to change it back.

If you have System Restore or Go Back operating, write down the date and time, in case you want to return to an earlier time, when all was well. Additionally, set a new restore point, prior to doing anything. If the service isn't listed in there, then more than likely it was added by an application you added after the install. You'll need to decide if it's necessary, or if you only want it running when you decide There also comes a time when a particular program “freezes” and is not functioning as we mentioned at the outset of the article. What should you do? Simply use

Ctrl+Alt+Delete, open the Task Manager, and simply close down the program by selecting it and clicking on “End Task”. The following figure demonstrates it for you:



The Performance tab displays an overview of your computer's performance, including graphs for CPU and memory usage as well as the total number of processes running. Google such other

items displayed if you are interested in the purpose they serve. I do not wish to get too technical here.

The remaining tabs, Networking and Users are basically self explanatory. If you are running a home network it will show up under Networking and inform you of it function ability. As far as Users is concerned you will see a list of those using your computer.

Peruse the headings in the toolbar (top), just to get an idea of what they are and do. Of course the Help tab, as usual, is the most important in explaining the program at hand. Use it and you will learn much. ■

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# Lou's Views: Face Time in the 21<sup>st</sup> Century

By Lou Vitale, President, Macon County Users Group, North Carolina,

[www.maconusersgroup.org](http://www.maconusersgroup.org), [mug@maconusersgroup.org](mailto:mug@maconusersgroup.org)

*Obtained from APCUG with the author's permission for publication by APCUG member groups.*

Person to person communication was pretty simple last century. There was the letter, or as we call it today, "snail mail" and the telephone. Our address book contained the physical address of our friends and their phone numbers. It is amazing to me how much we actually got done, we won wars and went to the moon and created the greatest county on earth, and all without a single bit of digitized information.

To someone who grew up in the last 20 or so years that must seem quaint. They probably can't imagine life without a cell phone, email, IM and a dozen other ways of communicating with their fellow human beings. I am beginning to wonder myself. Someone asked me the other day if I "Twittered", I thought it was a neurological disorder. No, it was a form of micro-blogging, another way to stay in touch in the 21<sup>st</sup> century.

So just how many ways can you keep up to the minute with your "friends" today, let me count the ways. And this is by no means a complete list.

Email has been around since the beginning of the internet. By the late 80s' everyone with a computer had an email account. Now we could send a message to anyone with a computer and they could reply. This was a momentous social change. It significantly accelerated the communication between people. Plus we could "attach" stuff, like pictures of the grandkids, or an excel spread sheet to our email.

In its simplest form, a blog (web log) is an online diary or journal. Prior to the mid 90's online forums and BBS (bulletin board systems) allowed people to have running conversations on a web site with a moderator to keep order. Then some high profile personalities started to keep online diaries which allowed comments from anyone to be posted, and the blog was born.

Today blogging is a serious force to be reckoned with. Anyone can start a blog and thousands do every day. Currently there are an estimated 12 million blogs and about 57 million blog readers. These numbers are deceiving, since it appears that only about 20% of blogs are active and 60% to 80% of blogs are abandoned after one month. As one commentator put it "the average blog has the life span of a fruit fly".

Yet this kind of personal communication has again changed the social landscape. Anyone can comment on anything from personal hygiene to politics and anyone can respond with their take on the subject. Some bloggers have aspired to become journalists and others are just looking for some virtual recognition, either way we are more in touch.

Personal communication has taken another leap with the creation of social networking sites like Face Book and My Space. These sites and many others like them allow virtual

conversation to take place between friends on an almost instant basis. I will confess, I don't know much about them which only proves my age. But without a doubt, and from now on a person's identity will forever be linked to their Face Book page and their list of friends.

Will someone please explain to me why someone would attempt to communicate by text using a device no bigger than a deck of cards and with a "Key Board" consisting of 12 keys? At a minimum IM (Instant Messaging) requires tiny fingers, superb eye hand coordination and a new language consisting of thousands of newly created letter combinations to represent real words. And another thing since this device is a Phone, why not just TALK to the person? LOL

The ultimate "Personal" communication for the 21<sup>st</sup> century must be in Second Life. In this enormous virtual world millions of people interact with millions of other people, one on one. The whole range of human activity can now take place in a virtual environment. You can be anyone you want and "talk" to a dragon or a real priest, free of the most basic limitation of our human form. In a sense this is probably personal communication on a level never seen before.

Twitter is the newest "form" of communication. It answers the pressing question, "What are you doing NOW?" As you go through your day, you constantly update your "Twitter" page with mini blog entries no more than 140 characters long. Now anyone who is logged on to your page can tell what you are doing, what you are feeling, who you are with and any moment in the day. Why didn't I think of that? It's obvious that I would want to know all the mundane details of all my friends' daily lives.

Face time means actual face to face talk. The words, the eyes, the body language, the context, all convey meaning. Let me know when we can do that online. Until then, don't look for my Twitter page. ■

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*The Napa Valley Personal Computer Users Group has served novice and experienced computer users since 1983. Through its monthly meetings, newsletters, online forum, special interest groups, mentor program and community involvement, it has helped educate people of all ages. The NVPCUG provides opportunities for people to find friends who share common interests and experiences. From January 2003 to October 2007 the NVPCUG provided 783 computers and 140 printers to local schools. Additional equipment has been given to charitable nonprofit organizations and to disadvantaged individuals.*

# Windows XP Expires

By Sandy Berger, CompuKISS, [www.compuKISS.com](http://www.compuKISS.com), [sandy@compuKISS.com](mailto:sandy@compuKISS.com)

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On June 30<sup>th</sup>, 2008, Microsoft started the death march for Windows XP. As of that date, Microsoft stopped shipments of Windows XP as a stand-alone shrink-wrapped product. So after supplies are exhausted, you won't be able to go into a store and purchase Windows XP. Microsoft also stopped most sales to PC manufacturers. So Dell, Lenovo, HP and others will not get any new copies of Windows XP to install on their mainstream computers. However, Windows XP, Microsoft's longest-lived and best-loved operating system, isn't going to vanish overnight. You will still see copies of the XP software and/or computers with Windows XP in stores until inventories are depleted.

*Microsoft has made four important concessions that will also keep XP alive:*

1. Microsoft will support Windows XP until April 2014. They will offer updates, security patches, and technical support until that time.
2. Smaller local PC makers can continue to sell PCs with Windows XP until January 2009.
3. Computers with limited hardware capabilities which are sometimes called ultra-low cost PCs (ULCPC) can sell with Windows XP Home until June 2010.
4. With the purchase of Windows Vista Business or Windows Vista Ultimate, the two most expensive versions of Vista, a customer will be able to move back to Windows XP Professional via what Microsoft is calling "downgrade rights." Details on how this will be handled have not been clearly defined to the public at this time. It is even possible that different manufacturers will handle this in different ways.

To the home users, this all means very little, unless you need a new computer and are violently opposed to Windows Vista. To business users, these new policies and extensions mean that they will be able to keep their fleets of Windows XP computers running for several more years. Microsoft has announced that Windows 7, the next version of Windows, will be available in 2010 so many businesses will be able to skip Vista entirely instead to Windows 7. Intel has already announced that they will do just that.

What this means for everyone is that Microsoft, while not writing off Vista, has made it an "interim" operating system. Microsoft is still pushing Windows Vista. They recently

announced that Vista now supports 77,000 printers, cameras, speakers and other devices and components. They also brag that more than 140 million copies of Windows Vista have already been sold, making it the fastest selling operating system in Microsoft history. So Windows Vista is not a flash-in-the-pan like Windows ME which was quickly replaced by Windows XP.

In my opinion, Vista is both better and safer than Windows XP and if you are already using Vista or plan to make the move, it is not a bad choice. Yet Vista has become a lame duck. Microsoft definitely has a dilemma on their hands. The only way they will come out of this is if they can get Windows 7 out quickly while making it faster, safer, and easier to use. They also need to give it a good name and get the members of the press behind it. I'm not sure if the lumbering giant can pull that off – especially if Apple and/or Linux find a way to take advantage of this Microsoft predicament! ■

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## Download A Files

To launch a typical download, you click the designated icon or link and then specify the location where you want to save it. The process couldn't be any easier, except when it doesn't work. In some cases you may encounter a "530 User Access Denied" or "User Anonymous Access Denied" error message that prevents you from starting the download. Or perhaps you receive a message asking for your user ID and password. Or maybe nothing happens at all. Fortunately, the situation isn't as bleak as it looks.

The first thing you should do is close your browser, open it again, and return to the site for another attempt at a download. If that doesn't work, try using a different browser to download the file. You also should relax the browser's security settings, temporarily disable your network firewall, and attempt the download early in the morning or on weekends when Internet traffic is lighter. (Don't forget to re-enable your firewall once you finish downloading.) You might be able to get past a login dialog box by typing anonymous as your user ID and using your email address as your password. If all else fails, contact the site administrator for assistance.

*Reprinted with permission from Smart Computing. Visit [www.SmartComputing.com/Groups](http://www.SmartComputing.com/Groups) to learn what Smart Computing can do for you and your user group!*



# Using CrossLoop to Troubleshoot and Control Remote Machines

By Vinny LaBash, Member and Contributing Columnist, Sarasota PCUG, Florida,

[www.spcug.org](http://www.spcug.org), [vlabash@comcast.net](mailto:vlabash@comcast.net)

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Third party Windows applications are rarely examined in this column, but CrossLoop is too good a utility to ignore. Trying to walk someone through a computer problem over the telephone is often an exercise in frustration. There is no substitute for seeing what is actually on a user's screen to find out the root cause of a problem.

Vista has a built-in support tool known as Remote Desktop, but far from making the process easy, it has a tendency to confuse those with no technical background. Remote Desktop makes it rough on those who don't know how to handle the added complications of firewalls and routers. CrossLoop, which is a free remote support utility, could be an excellent solution.

CrossLoop shields users from tricky situations involving communicating through routers, firewalls, and other potential obstacles. Setting up a communications session between two computers physically separated, but connected through the internet, is reduced to a process hardly more complex than turning on your TV. Those concerned about security can relax. CrossLoop uses something called TightVNC which safeguards data with 128 bit encryption.

Crossloop is useful for people who want to train or support others remotely. If you're an experienced web surfer, for example, and need to show someone how to access a disk drive or retrieve a lost document, CrossLoop allows you to take control of their computer screen, and show them exactly how to do it.

Hard core geeks may not be satisfied with CrossLoop. It's not complicated enough. It works better than most similar commercial utilities, and your technically challenged friends and relatives will find it aggravation free.

You can download the program without charge from <http://crossloop.com>. The site has a video that demonstrates how to install and use the program which is very helpful for technophobes.

Once you're up and running, the interface presenting itself is a model of simplicity which effectively masks the complexity behind the scenes. As mentioned earlier, security and remote control is handled by TightVNC. VNC stands for Virtual Network Computing, and is a very

well designed software tool that easily allows remote access to Operating Systems with a graphical interface. The technical specifications say you need Windows 98 or higher. A broadband internet connection is also a requirement. Dialup connections won't work. Drive space, processor speed, and memory requirements are negligible given the general power of today's computers.

Another benefit of TightVNC is the built-in 128 bit encrypted security. When you begin a communications session, the program generates a new 12 digit access code. The access code then generates the encryption codes giving you an additional layer of security. Not bad for a free utility.

**CrossLoop Graphic** Running the program is so easy it's almost boring. As you can see from the illustration, the interface is simple and straightforward. Assuming you started the session, the next step is to communicate the access code to the person you are communicating with. You can do this by email, telephone, screaming into the next room, etc.

After starting the session, your friend types the access code into the box and clicks **Connect**. When the **Connect** button is clicked on both sides the two PCs are linked.

This method of troubleshooting a remote PC eliminates all the hassles of trying to interpret what an inexperienced user is attempting to explain. It's difficult to imagine anything less complex than a one button interface. With 128 bit encryption built in, it's tough to beat.

Other applications that make such connections possible have been available for years, but nothing I've seen makes it as simple as CrossLoop. ■

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# IOGEAR Digital Scribe Review

By Rebecca Feinstein, a member of WINNERS – WINDows users, [www.windowsusers.org](http://www.windowsusers.org)  
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I was thrilled when I first found out there was a digital scribe product at the last WINNERS meeting. As many of you recall, I was well, somewhat reluctant shall we say, to give up the raffle donation item. At the 35% discount I could not wait to get it.

The IO Mobile Digital Scribe took six days to get here from Illinois. It comes with the pen, cable, mobile unit, two program CDs something that looks like a green tipped stylus (turned out to be the pen/refill), two small (hearing aid size) batteries and a Quick Start Guide.

Installation of the software was easy, Mobile Digital Scribe (Note Management) and My Script Notes Lite (handwriting recognition software); as was charging the mobile unit and installing the batteries into the pen. However, installing the pen was a bit puzzling as in the reference guide, IOGEAR never shows the actual size of the refill in the pictures. It also took a few e-mails to Customer Support and product management to find out where you can purchase the re-fills as well.

Okay, I got it up and working, I did a few test runs with it at home with the mobile unit attached to the computer. The note management software required a bit of a learning curve, but still was fairly easy to use. Included with the software is a .pdf users guide for the entire kit (58 pages). The handwriting recognition software was pretty impressive. With my handwriting I expected it to have a problem with my convoluted shorthand as well as my capital I's, j's and my contractions. To my surprise, the software only had a problem with the Is. It even captured my signature scrawl quite well! As with a regular pen, the program doesn't erase; but recognizes crossed out information as crossed out.

With all this practice under my belt, I decided it was time to haul out the big guns, – WORK! As a technical writer, as with many other positions, I attend a lot of meetings. My expectations were high for my new tool. No more having to rewrite all my notes into electronic format for distribution. I was armed and I was ready for combat. After receiving permission to install the software on my office unit, I got set up and ready to rock. I attended three meetings that day.

On the big plus side, it was very nice to have my notes appear in e-form without having to transcribe them at all. This made putting them into agenda form a breeze.

On the problem side of using the scribe, a major drawback is the mobile unit clips are made to only grab a few pages of

paper at a time. Unless you are intending to take one page's worth of notes, you have to remove the mobile unit to turn pages to take more notes. This proved to be distracting and inconvenient in one of my meetings. And I found it to be very unwieldy when I was standing to take note as the mobile unit added weight to the top of the paper pad.

The pen, which is thicker than I'm used to (standard stationary pens) felt unwieldy in my hand to begin with. The button that allows you to switch between pen mode and mouse mode is located in the lower part of the pen, towards where it writes on the paper and I kept inadvertently clicking it as I was writing. So some of my notes from the first meeting resembled a word game puzzle.

Another problem, though a lesser one, is the quick reference guide itself. The print is so small, I had to borrow a friend's magnifying glass to read some of it. Keith Renty was correct when he said at our meeting that the user information was not written well. Nowhere in the users guide, or quick reference material is a description of everything that was to come with the kit (the graphic that points to everything in the kit to make sure you know the stylus is actually the pen cartridge). There is no technical support information listed in the users guide, but contact information is listed in the back of quick start guide.

Overall, I'm pleased with the performance, and not so pleased with the customer support. ■

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**Game winners are Jeff Solomon and Dianne Prior for the WASHER TOSS. J Jim Hearn won the BALLOON/DART THROW. Dick Wolff and Bob Kulas won the 2 person HORSESHOES TEAMS event. Marcia Waddell won the COMPUTER DISK TOSS.**

# Prepare for Hard Drive Recovery

By Bob Hudak, Greater South Bay User Group Hardware SIG Leader (California), <http://grbug.apcug.org>, [uags@aol.com](mailto:uags@aol.com)

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When you lose control of your computer due to a virus or some sort of malware, or your O.S. becomes corrupted for one reason or another, be ready to fix the problem.

1. Start by setting up your hard drive with 2 partitions at least. Put all programs on 'C:' & all Data on 'D:'

2. When hard drive is clean and all programs are loaded, it is time to make an image file of 'C:.' Use Acronis *True Image* to do this or whatever program you like. Put it on 'D:' drive in the root. Name it using date. Remember you do not have a backup till you have two copies in two different places. So now copy this image file to an external USB drive. The reason is if "C:" goes bad you can reformat it and start over without losing any data. If your computer will not boot and you did not put all your data on another drive or partition, you will want to save your data before reinstalling your operating system. What can you do?

A. Open computer case and remove drive. Install drive as a slave drive in another computer. Now you can copy and paste your data or burn to a CD. This means opening two computers and moving the drive in and out and resetting the jumpers.

B. Hook up the drive you removed from your computer to a second computer using a USB adapter, like the one we have at the Hardware SIG, to another computer and copy and paste or burn the data you want to keep.

C. Here is my first choice in a case like this. Use a Live Linux CD to boot up. Plug in a USB drive before booting.

After booting, mount your 'C:' drive and your USB drive. Copy your data from 'C:' drive to the USB drive. With this option there is no case to open and drive to remove.

3. Backup your data as necessary to a CD or another drive. Use a USB drive. This drive can also fail so putting backup on a CD or DVD is better way to go. Also, there is an on-line service at

**Carbinite.com** that will automatically back up your data. This service costs \$50.00 a year for unlimited backups. How important is your data?

Here are a few key folders to have on 'D:.' drive:

- **Data** — In this folder make sub folders for each application you use. Include one called Pictures. Under this folder have another sub folders for different events. Like: Christmas07, Vacation08, Dog, etc.
- **D/L** — Use this folder for all your downloads. Then you will always know where your downloads are. Set it up so the last thing you downloaded is on top.



- **E-Mail.** If possible. You wanted your e-mail off the 'C' drive

- **My Stuff.** Cut and paste from 'My Documents' on 'C' items

that were sent there without asking you where to send. Documents that you want to keep.

## Using Acronis *True Image*

Use Acronis *True Image* to backup to your USB drive. Make a full backup the first time.

This is going to be pretty easy because all your data is in one folder on 'D:.' called **DATA**. If you want to backup your downloaded items, back up the 'D/L' folder. E-Mail is not something I backup but you may want to. Once again it should all be in the 'E-MAIL' folder.

You already loaded the Acronis program and made a rescue CD that is bootable. Right?

Now open your CD drive and insert the CD. Do not close the drive. Shut down your computer. Close the CD drive. Wait a minute and then reboot.

If you have your BIOS set to boot from a CD first, you are good to go. If not you will need to enter into your setup screen at boot-up and change the boot order.

After booting up with Acronis, follow the prompts to select what you want backed up. Practice this before you need to use it.

Make notes on how to select each step. Acronis will not do anything until you give it the final OK. ■

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# Security and Deleting Files: A Common Misconception

By Bob Schwartz, Member of HAL-PC, Texas, [www.hal-pc.org](http://www.hal-pc.org), [bobx@hal-pc.org](mailto:bobx@hal-pc.org)

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You have just deleted a file from your hard drive. It's gone, isn't it? Sorry! It is still there.

You want to clean up your hard drive, so you format it. It is now clean. Nothing is on it anymore, right? Nope! Everything is still there, except for the file directory.

How can this be? Doesn't Delete mean remove? Doesn't Format clean the disk?

Each file system – has a file directory which records the file name and its location.

To delete a file, the disk system only alters the file's name in the file directory, usually by changing the first letter of the name. Formatting goes one step further, it just empties the file directory. Neither does anything to the files on the disk! They remain.

To clean a drive, either overwrite the whole drive or the unused space. The most common way to clean drives, especially older drives, is to write fixed or random data obliterate the old files.

Fortunately, all ATA drives over 15-20 GB produced since 2001 have an internal drive command that will clean the drive sufficiently that it will meet DOD requirements. At the University of California at San Diego's Center for Magnetic Recording Research (CMRR) you can download their free program for Secure Erase, entitled "HDDerase.exe". Its use meets U.S. Government requirements for disk erasure. Secure Erase should provide the greatest peace of mind. Internet Commentary suggests it is even better than mechanically shredding the disks.

If you have a good machine with good software that you would like to pass on to some else, and you don't have all the original disks - remove personal information. I suggest this approach:

- "Delete" the contents of: all the "My" folders – My Documents, My Pictures, My Music; Recent; Temp or Temporary folders; Recycle Bin; Cookies; Downloads; and the entire folders for Quicken and Tax preparation software.
- Clean your Registry of all personal data. For XP, go to Start/Run, type regedit and press Enter. Go to edit and click on find. Enter your last name, click on find next. When the first entry is found, go to edit and select modify. Delete your name (it should be in color). Depressing the space bar may clear it. Go back to edit and click on find next, etc. Keep on until you get a message that you have reached the end. Then repeat the above with your first name, then your street, your phone number, bank name,

broker name, and anything else of a personal nature that you used.

- Find and download a registry cleaner. Use it to remove unnecessary items from the registry. Ccleaner is an example.
- Defragment the drive. This condenses the files and moves them toward the beginning of the drive.
- Locate and download a wipe application such as bcwipe. Use it to wipe (overwrite) all unused space.

**IMPORTANT NOTE:** Before editing your "registry", back it up first, please.

This should effectively sanitize your disk, leaving it clean, safe and usable.

Loss of personal information and the risk of identity theft is a risk for you. For a business, the loss of personal, financial, or medical data may subject it to risk from recent laws, both federal and state.

I have been repairing or rehabilitating older machines as a hobby to give them a second life. There are many good machines and plenty of worthy recipients. If there is good software worth keeping, remove all personal data. If the software is not worth keeping, then wipe the disk clean to install an operating system and applications.

Removing the hard drive before you dispose of an old machine is not a solution, unless you plan to use it in your new machine, or store it permanently – you still ultimately have to sanitize it.

Programs available, free or fee, include: Secure Erase (mentioned above), Secure Delete, Wipe Drive, Acronis Privacy Expert, East-Tec Eraser, East-Tec Dispose Secure, Eraser, SysInternals SDelete, Darik's Boot and Nuke (dban), OverWrite, Wipe, Kill Disk, BCWipe, and Autoclave. This list is NOT exhaustive. And, you have to determine which is suitable to (1) wipe the entire drive or (2) wipe only the unused space.

Bottom line is, when you give away or dispose of a used computer, either clean the hard drive yourself or give the machine to someone you can trust who will do it for you. The comments and opinions here are wholly mine. I welcome alternative perspectives. ■

*Bob Schwartz is a HAL-PC member, retired EE, 14 patents, technical writer, active in civic affairs: President, Brays Bayou Association; Vice President, Marilyn Estates Civic Association; Correspondence Secretary with the Willow Waterhole Greenspace Conservancy.*

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# Simple file management enhancements are at the top of a wish list for Windows 7

By Linda Gonse, Editor, Orange County IBM PC Users' Group, [www.orcopug.org](http://www.orcopug.org),  
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Besides the obvious — a stable system that performs fast, without vulnerabilities — have thought of a few things I'd like to see integrated into the Windows 7 OS which may be released in 2009/2010.

When it comes right down to it, I don't care if I can use 10 fingers to Paint with or other iPhone-like multi-touch

features, or if Internet Explorer can recall a previous browsing session. Simple file management enhancements are at the top of my wish list.

I want to be able to print a list of my files and file information — a print directory feature. In the "old days" of DOS, you could do this. And now, you can use third party programs to accomplish this, but why isn't this already built-into Windows?

In Windows 3.11, there was a simple undelete feature. In later versions, the Recycle Bin gives you a chance to recover files you delete in haste or ignorance. But, what about files you deleted from the Recycle Bin? If you don't have a third party program installed, the files are really history.

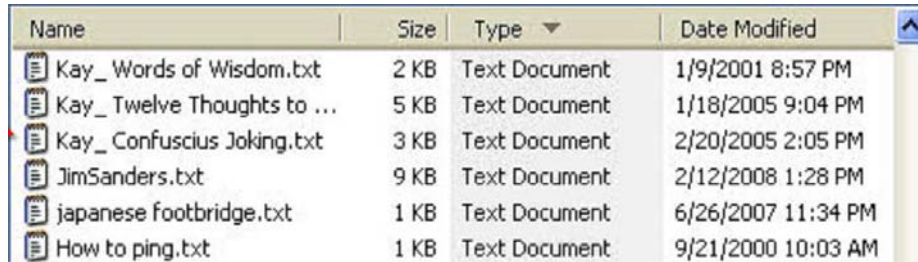
Wouldn't it be great to have autofiltering in Windows Explorer? Clicking on the top tab in a folder allows you to sort by Size, Date Modified, Type, etc. — but you still have to scroll through all the files in a directory to get to the specific file you are looking for. If you could set an autofilter, such as Excel has, you could choose which extensions would be viewable, click on one, and only those files would be visible.

Windows 3.11 had the capability to only show certain types of files. This was closer to what I'd like, but it was a little involved to set it up and then be sure you reverted to the default file view afterward.

And, what about being able to flag a file and see the flag in Windows Explorer? Or, jot a post-it like note and attach it to a file?

DOS also allowed you to rename extensions on an entire directory of files. That would be a handy tool now.

What happened to the "quick view" inside of a word processing file in a directory? I want it back again.



Name	Size	Type	Date Modified
Kay_ Words of Wisdom.txt	2 KB	Text Document	1/9/2001 8:57 PM
Kay_ Twelve Thoughts to ...	5 KB	Text Document	1/18/2005 9:04 PM
Kay_ Confucius Joking.txt	3 KB	Text Document	2/20/2005 2:05 PM
JimSanders.txt	9 KB	Text Document	2/12/2008 1:28 PM
japanese footbridge.txt	1 KB	Text Document	6/26/2007 11:34 PM
How to ping.txt	1 KB	Text Document	9/21/2000 10:03 AM

A constant aggravation is the Open and Save As boxes in Windows and applications. Sometimes there is a miniscule box to view an entire directory in bitesizes. Why can't all the boxes be large ones? And, why can't they be modified permanently so you can always view them the way you like them, such as you do in Folders?

Another drawback to these windows is that despite file names that are not very long, to the right

of the file name I have to slide the first two columns — Size and Type — closer, scrunching them together, so I can see the Date Modified tab in the same window. Sometimes you can scroll to see the Date Modified tab, but that is still not handy.

I have rearranged the headings to suit my need for selecting files by the most current. But, after closing and reopening an application, I have to modify the list again. Why can't my modifications be permanent? Also, I'd like to see these types of windows open up larger or have a resizing option to drag a corner border to make them larger.

Why do directories **GRAPHIC** sometimes get scrambled? They aren't alphabetized or in any other order. Before I can open a file (not every time), I first have to click on the Name bar to alphabetize the directory. (Yes. There is a trick to closing a window to retain the order when it's reopened. Hold the Shift button down as you click on the "X" in the corner. But, you shouldn't have to do this.)

I'd also like to be able to format file names and related information in a directory. Maybe make some bold and orange, or some a bit smaller. Or, add stars or a ranking notation to files. The logical next step would be to set-up a sort function to be able to look for all items in a certain color or in 8 point type, or the file ranking.

Do you see the usefulness of these changes in sorting files? Modifying directory listings can be very helpful. It would allow users to see at a glance which items are important, or used most often, etc.

This is my short list. Have I mentioned anything on yours? ■

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# Protect Yourself against Identity Theft

By Marjie Tucker, Editor, Mountain Computer User Group, [www.mcug.org](http://www.mcug.org), [mcug@dnet.net](mailto:mcug@dnet.net)

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We've had several programs and articles that mentioned Identity Theft, but I thought it might help us all to have one document with a checklist of symptoms and solutions for this horrific problem. Make certain that you're not a victim.

## What is Identity Theft?

Identity theft is an act of impersonation. Someone gains the ability to use your personally identifying information to commit fraud or some other crime. The item stolen may be as simple as your name, address, phone number, or date of birth. Or, it can be an actual number or document such as your social security number, mother's maiden name, bank account information, credit card number, driver's license number, signature or passwords. The thieves may rent an apartment, open a new credit card, or open a cell phone account in your name. You may not even know about the theft until you review your credit report or are contacted by a debt collector. Some victims spend hundreds of dollars and many, many hours repairing damage to their good names and credit records. People have been denied mortgages and car loans, lost out on job opportunities, and even been arrested for crimes they didn't commit because of identity theft.

## How Do Thieves Steal an Identity?

Basically identity thieves are looking for an opportunity to steal your social security number, credit card number, or other financial account information. They may use a variety of methods to get hold of your information including the following:

1. Dumpster Diving - They actually go through trash bins and dumpsters looking for discarded credit card bills, bank statements, and items containing your social security number. Your best defense is to shred any trash that contains sensitive information.
2. Skimming - Store clerks and restaurant workers can use a special device that records your credit card number while it is being processed. Always peruse your credit card bills carefully to look for unauthorized charges. If any are found, notify your credit card company immediately.
3. Phishing - These attacks are sent to you as email messages, supposedly from your bank, the IRS, PayPal, or another company that might have your information on file. They usually send you to a web page that looks legitimate, but actually sends your username and password to a server owned by the thieves. Never respond to a website that has been emailed to you. If you think the email is legitimate, go directly to the company's website before you login.
4. Changing your Address - Identity thieves can obtain your credit card and bank information by

completing a change of address form at the post office. This way they are personally delivered your bank and credit card statements. If you stop receiving your mail go to the post office and make an inquiry.

## How Can You Protect Yourself?

1. Always carefully review your credit card and bank statements for discrepancies. Immediate report any suspicious activity.
2. Order reports from the credit reporting bureaus at least once a year. Review them carefully for any entries that are not legitimate.
3. Shred credit card statements, bank statements, credit card offers, and any other papers that contain your personal information.
4. Never throw away credit card receipts in a public place. Watch out for credit card receipts that may print out (particularly at gas stations) and be left for someone else to pick up.
5. Do not respond to credit card or mortgage offers from unknown sources.
6. Do not respond to emails asking you to go to a website address that is embedded into the email. Do not give your personal information over the phone unless you initiated the phone call.
7. Do not carry your social security card with you.
8. Do not post your personal information on a website.
9. Change your passwords frequently and use a secure password.

## What Should You Do If Your Identity is Stolen?

First file an Identity Theft police report. This will give you specific legal rights and automatic notification to the three major credit reporting agencies. These legal rights permanently block fraudulent information from being added to your credit report and prevent companies from collecting debts that resulted from identity theft.

You should also file a report to the FTC ID Theft Division. You can find an online form at <http://www.ftc.gov/bcp/edu/microsites/idtheft> To ensure that the problem has been solved you should monitor your financial records for at least three months after you discover the crime and order credit reports on a quarterly basis for at least one year. The best way to fight ID Theft is to remain alert. Monitor your personal information and alert your family members of the importance of security. ■

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## sort

To organize data. For example, the information in a database can be sorted alphabetically, numerically, by keywords, and in other ways.



## internal drive

A drive that sits within the computer's case.

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## Napa Valley Personal Computer Users Group

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Revised 4-23-07

# When to Turn Off Personal Computers

U.S. Department of Energy - Energy Efficiency and Renewable Energy. A Consumer's Guide to Energy Efficiency and Renewable Energy, [www.energy.gov/forconsumers.htm](http://www.energy.gov/forconsumers.htm)

If you're wondering when you should turn off your personal computer for energy savings, here are some general guidelines to help you make that decision.

Though there is a small surge in energy when a computer starts up, this small amount of energy is still less than the energy used when a computer is running for long periods of time. For energy savings and convenience, consider turning off

- the monitor if you aren't going to use your PC for more than 20 minutes
- both the CPU and monitor if you're not going to use your PC for more than 2 hours.

Make sure your monitors, printers, and other accessories are on a power strip/surge protector. When this equipment is not in use for extended periods, turn off the switch on the power strip to prevent them from drawing power even when shut off. If you don't use a power strip, unplug extra equipment when it's not in use.

Most PCs reach the end of their "useful" life due to advances in technology long before the effects of being switched on and off multiple times have a negative impact on their service life. The less time a PC is on, the longer it will "last." PCs also produce heat, so turning them off reduces building cooling loads. For cost effectiveness, you also need to consider how much your time is worth. If it takes a long time to shut down the computer and then restart it later, the value of your time will

probably be much greater than the value of the amount of electricity you will save by turning off the computer.

## Power-Down or Sleep Mode Features

Many PCs available today come with a power-down or sleep mode feature for the CPU and monitor. ENERGY STAR® computers power down to a sleep mode that consume 15 Watts or less power, which is around 70% less electricity than a computer without power management features. ENERGY STAR monitors have the capability to power down into two successive "sleep" modes. In the first, the monitor energy consumption is less than or equal to 15 Watts, and in the second, power consumption reduces to 8 Watts, which is less than 10% of its operating power consumption.

Make sure you have the power-down feature set up on your PC through your operating system software. This has to be done by you, otherwise the PC will not power down. If your PC and monitor do not have power-down features, and even if they do, follow the guidelines below about when to turn the CPU and monitor off.

**Note:** Screen savers are not energy savers. Using a screen saver may in fact use more energy than not using one and the power-down feature may not work if you have a screen saver activated. In fact, modern LCD color monitors do not need screen savers at all. ■

## Going Green

By Jerry Grommes, Past President, Sandwich Computer Users Group, Illinois, [www.scug.org](http://www.scug.org), [ggrommes@indianvalley.com](mailto:ggrommes@indianvalley.com)

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During our June program, there was quite a discussion about whether to leave your computer on verses shutting it off when not in use.

I, personally, like to leave my computers run so they are kept up-to-date with auto updates and backed up with scheduled backups. These tasks are done in the early AM so my computers are fully functional when I sit down to use them.

However, others asked why not just leave them on the nights that the backup runs instead of 24/7. I didn't think it was using much energy by running 24/7 but decided to check it out and run some tests using my "Kill-AWatt" meter. (Measures watts, amps, hours, kill a watt hours, etc.) I started with my newest computer (which is approx 2 years old and probably the most efficient). This machine is running Vista and I had the Power Options set to turn off the monitor after "20 minutes" and put computer to sleep to "never". With these settings the computer was drawing between 110 and 140 Watts of power with a total average of 2.63 KWH (kill-a-watt hours) per day. Cost per day was \$0<sup>.026</sup> (\$7<sup>.87</sup> a month) based on my most recent bill.

I then changed the Power Options to turn off the monitor after "20 minutes" and put computer to sleep "after 2 hours".

The watts dropped from between 110 and 140 while I was using the computer to 6 while in the sleep mode and the total average of KWH dropped to 0<sup>.65</sup> per day. Cost is now down to 6 cents a day (\$1<sup>.94</sup> a month).

With the current power options (turn off the monitor after "20 minutes" and sleep "after 2 hours") the computer will wake up and get updates as well as run the scheduled backups. So with a simple change to a power option, I was able to reduce power consumption by approx 76% and save \$5<sup>.93</sup> per month without affecting my user experience.

I plan on testing my XP machine next to see what it is costing and to see if it can be reduced. Thanks go to Louise and the rest of the group for a great discussion on energy use.

To get more info and tips on energy savings try one of Louise Dieden's favorite links: <http://www.energy.gov/forconsumers.htm> Louise is a SCUG Board Member at Large. ■

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# Saving pictures that show on your computer screen

Tips & Hints by Dick Carricato, member of the Tri County Computer User Group, Florida,

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These days we are bombarded with beautiful pictures on our computers, and when I see a great picture I'm not happy until I have it stored away in my own computer where I can use it when I want to.

The usual technique used to extract and save pictures from the web, from e-mail, or from any other source that places a picture on the computer screen, is simply to right click on the picture and select "Save picture as ...". This will often open the 'My Pictures' folder where the user can select a folder in which to save the picture.

This is a very straight forward, simple, and easy to remember technique for those situations where it works, and if it worked all the time this article would end right here. However, it often does not work. Sometimes web authors make it difficult for you to copy their pictures, and a right click on one of those pictures produces a grayed (not available) "Save picture as ..." selection. Pictures in PDF documents in general cannot be copied, and for that matter, even highlighted text can't be copied from most PDF documents. Very often when an e-mail picture is right-clicked the "Save picture as ..." selection is available, but when that option is selected an error box appears saying, "The system cannot find the file specified."

The remainder of this article will be devoted to a single method that allows the user to copy and save any image that shows on his computer screen. This method involves the use of the Windows Print Screen function. Of course, everyone remembers how to use Print Screen (Prt Scn) because we have discussed it in the past. Just in case you have forgotten I'll review it here.

The Prt Scn key is located to the right of the function keys at the top of the keyboard. When Prt Scn is pressed it copies a picture of the entire display to the Clipboard. Pressing Alt-Prt Scn copies an image of the Active window to the Clipboard. Remember that the active window is the one with the bright title bar, and it got that way by clicking the mouse anywhere within the window. The Clipboard is just a section of memory that Windows uses for all Copy and Paste operations. Information is copied from any Windows program to the Clipboard by using the Copy command.

Information is pasted to any Windows program from the Clipboard by using the Paste command.

The next time a nice picture shows up on your screen, right-click on it and attempt to save it by using the "Save as ..." command. If that fails, click once in the window where the picture is located; maximize the window to make the picture as large as possible, and then press Prt Scn. (In rare cases you might have to hold the Shift key while pressing Prt Scn.) This places the entire window, including the picture that you want, in the Clipboard. The rest of the procedure requires a graphics processor, and fortunately the Windows Paint program will do just fine. It can be found by clicking Start, (all) Programs, Accessories, Paint (or mspaint). To put a shortcut to Paint on your desktop, right click and drag it to your desktop, let go, and select copy here.

So far all we have done is to discover a picture, maximize the window that contains it, and press Prt Scn. Next, open Paint by double clicking the Paint icon on the desktop. In Paint, click Edit and select Paste. Now the entire window that you copied above is visible in the Paint window

Pick up the selection tool from the group of tools along the left side of the Paint window. To do this, click on the dotted line rectangle. Move the mouse pointer to the upper left corner of the Picture. Then press the left mouse button and drag to the bottom right corner of the picture. This selects the picture that you want to keep. Copy this to the Clipboard by right clicking within the selection and (left) clicking on Copy.

Now you have what you want in the Clipboard, and all that you don't want is visible in Paint. Click File and New, and answer the query to save the garbage with 'no'. Click Edit and Paste to get the picture alone into Paint. Click File and Save as ... Be sure to select a file type of JPEG for your picture. If you don't, Paint will save the file as a bitmap (.BMP) which is quite large, ranging from 1 to 5 megabytes depending on the size of the picture. The JPEG file will be only about 5% of the size of the bitmap file. ■

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