



# THE BUG REPORT

A Publication of the Greater South Bay PC Users Group

GS-BUG, Inc.

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## May 5<sup>th</sup> Double Header

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## Prepare for Hard Drive Recovery And Travelers Aid Volunteer's Experiences

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.

Bob Hudak will explain the steps to take so that you will be prepared.

Included topics will be:

- How to set up your hard drive
- How to make backup image files
- Easy steps to recover in a short order.

Come and be prepared to take notes.

The second presenter for the evening is Ed West, a primary trainer for Travelers Aid Society of Los Angeles (TASLA). He will discuss the Travelers Aid Volunteer Program, including the training and duties of the Volunteers who work at LAX International Airport and Union Station in Downtown Los Angeles.

Some of the stories of the Volunteers' experiences are both heart-warming and amusing. The work is apparently very satisfying since some of the Volunteers have been involved for thirty years. He will leave time for any questions you may have.



*Most folks are about as happy as they make up their minds to be.*

--Abraham Lincoln,  
16th U.S. president



## Greater South Bay PC Users Group

*A member of  
Association of Personal Computer User Groups*



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Membership is available for twelve months from the date of joining. Membership rates:

Individual	\$36.00
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Family	\$48.00
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All submissions to the GS-BUG Report must be unformatted on PC disk or e-mail (no hardcopy). Limit formatting to bold or italicizing. We reserve the right to edit as necessary for space consideration. Art work submitted must be in a common graphics format (.jpg, .tif, etc.)

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### GENERAL MEETING

General meetings are held at 7:30 p.m. on the first Monday of the month at the Salvation Army Facility, 4223 Emerald Street (at the corner of Emerald and Earl Streets), Torrance.

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# President's Thoughts

**By U. A. Garred Sexton**

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I just discovered e-audio books at the local library that fit into the way that I want to secure and use audio books in my car while driving or at home.

In the past, I had to go the library to find a book that I wanted if it was available. The book was on a CD so I had to load it on the player in the car or the player at home. After I finished listening to it I had to return the CD version to the library. I wondered if I could rip the CD and put it on an MP3 but never got around to trying to do it.

We have come into a New Age for libraries. Now it is possible, with your computer at home, to go on the Internet, download the book you select, and put on it on a CD and/or transfer it to PDA or MP3 format.

The download lasts 14 days, after which it quietly disappears; however, it can be downloaded again.

To achieve the download, there are three different eBook Readers that are free and take a relatively small amount of space on your computer. They are *Adobe eBooks*, *Mobipocket eBooks*, and *Over-Drive Audio Books*. Each has its own collection of e-books.

You should download all three programs because not all the books are in all of the reader forms.

The source of the e-audio book catalog is a national database, which means you are not limited to the shelf space and budget at the local library.

You do need a library card from a library that has a contract with the database concerns. I have library cards from a variety of locations, so I can use any one of them to set up an account.

If you need a library card all that is required is a household bill showing your home address and, of course, your driver's license. Then fill out the library form to get the card on the spot.

The advantage of this e-audio book system is that there will be no trips to the library to get or return the books so one is not limited to library hours or days.

Unfortunately, the Torrance Library does not have electronic book access. However, The El Segundo Public Library, Palos Verdes Library District, and Redondo Beach Public Library are involved in the electronic book program.

The websites for these three libraries, along with others, can be easily accessed by using the following URL for Southern California Digital Libraries:

<http://scdl.lib.overdrive.com/84790E8D-F711-4CC6-9FBD-794624E671F7/10/222/en/Libraries.htm>

From the list, select the library that appeals to you.

There is plenty of information to get you started using the eBook program.

In the Digital Software Section of all of the web sites, there are three buttons that you can use to download all the software eBook Readers you will need. Just press the buttons when you're ready.

Have Fun!

U.A. Garred Sexton

# Internet Talk

**By Frank Chao**  
Member, GS-BUG

Welcome to the 103rd *Internet Talk* article for *The Bug Report*, a publication of the Greater South Bay PC Users Group (GSBUG). Liz and I recommend that you do some Spring cleaning for your computer so that it can run as fast as possible.

## WINDOWS LIVE PHOTO ALBUM

Liz and I love our free online photo album at *Windows Live*. We get 500 gigabytes of free storage at the *Windows Live* web site and this 500 gigabytes is shared by both the *Windows Live Photo Album* and our free *Sky-Drive* file storage space. We are allowed to upload up to 500 picture files during each calendar month and we have never exceeded this limit.

For an example of how *Windows Live Photo Album* works, go to [http://fchao2.spaces.live.com/photos/cns!654DDDCA84B70D98!547/?authkey=kyZqX47cXvk\\$](http://fchao2.spaces.live.com/photos/cns!654DDDCA84B70D98!547/?authkey=kyZqX47cXvk$) to see some photos that Liz took of our new neighborhood in Tucson, Arizona.

There is a screenshot of what you will see in the next column:

If you want to try out this free online, service go to <http://home.services.spaces.live.com/photos/> and sign up for your free

online account.

However, please do not confuse *Windows Live Photo Album* with the *Windows Live Photo Gallery*. *Windows Live Photo Album* is a web site that lets you store and view photo files at a web server that is operated by Microsoft. *Windows Live Photo Gallery* is a free software application that runs on your computer.

A description of *Windows Live Photo Gallery* can be found at [http://get.live.com/photogallery/fromspaces\\_overview](http://get.live.com/photogallery/fromspaces_overview).

At the present time, Liz and I do not recommend *Windows Live Photo Gallery* for two reasons:

- It slowed both my and Liz's computer down to a crawl.
- It only knows how to communicate with *Windows*

*Live Spaces* which we use but *Windows Live Spaces* is still a beta product.

## DIAL-UP AS AN INTERNET CONNECTION OPTION

Last month, I stated that you basically have four ways of connecting your computer to the Internet:

1. ADSL ("Asynchronous Digital Subscriber Line")
2. Cable Modem
3. Satellite
4. Wi-Fi from a 'hot spot'

I was wrong. Our computer guru, Ed Leckliter, reminded me that "dial-up," the original method of connecting to the Internet, is alive and well.



Ed Leckliter  
<eleckliter@roadrunner.com>  
wrote:

“From: ‘Ed Leckliter’  
<eleckliter@roadrunner.com>  
To: <fchao2@yahoo.com>  
Subject: Internet Connection  
Options  
Date: Wed, 2 Apr 2008 16:39:07  
-0700

Hi Frank:

In re the *Internet Connection Options* section of your article #102, you missed the old standby, ‘dial up.’ Services such as *Los Angeles Free-Net* charge nothing for the connection. In fact, even the wealthy, like GSBUG Director John Hanson, use it — see the Bug Report's Board of Directors listing.

Were I to fill in your matrix for LAFN, having never used the service myself, I'd enter:  
Recurring cost - zero  
Initial cost - zero  
Availability - I suspect it varies

[Ask John about how often he calls his favorite local number(s) - including 310 numbers in El Segundo, Redondo, and San Pedro - and can't get through. I just tried those three numbers and all answered up immediately and started to sync.]

Speed - well...what do you expect for free?

For webmail (w/o attachments), I suspect its AOK.

Throughput degradation - unknown; ask John.

[Hi John: How about an article on LAFN? Hint, hint...]

Best regards.

Ed”

Okay, I stand corrected.

However, please note that despite the word **Free** in *Los Angeles Free-Net* (LAFN), dial-up Internet access from the LAFN has never been free. Their fee schedule is located at <http://www.lafn.org/admin/schedule.html>

They do provide free accounts for K-12 students and teachers for Internet access that is to be used in a classroom setting, but the rest of us LAFN members have been sending in our annual renewal checks on a yearly basis every since the inception of the LAFN in 1994.

At the present time, Liz and I continue to use the LAFN's ‘Extended Dial-In Service’ to make 56kbps dial-up modem connections to the Internet as a backup when we get occasional outages from our cable modem Internet provider here in Tucson. LAFN's dial-up did a great job for us when we first moved into our new home in March.

As most of you know, *Netzero Free ISP* and *Juno Free ISP* each offer 10 hours of totally-free dialup Internet access. And

these two services are totally free for those who can reach their telephone nodes without incurring long-distance or multi-message unit charges from their local telephone companies.

Therefore, if you substitute *Netzero Free ISP* or *Juno Free ISP* everywhere in Ed Leckliter's e-mail message where he says *LAFN*, then everything that he says is right on the money and I am sure that that is what he meant!

### **AUSLOGIC DISK DEFRAG**

The ‘Disk Defragmenter’ that comes with *Windows XP* was terrible and the one that comes with *Windows Vista* is even worse. To get your hard drives defragmented faster and more reliably, get *Auslogics Disk Defrag* from <http://www.auslogics.com/en/software/disk-defrag/download>

Then use it instead of Microsoft's ‘Disk Defragmenter’ to defrag you hard drives.

When you start it up, it looks like the screen shot on the next page.

As you can see, even the first screen is more informative than any screen in Microsoft's ‘Disk Defragmenter.’

After, you select a hard drive and click on the "Next" button, it looks like the second image.



The only thing that Liz and I do not like about this free software application is that when it finishes defragmenting any hard drive, it tries to get you to buy a copy of *Auslogics BoostSpeed* to remove 'junk files' from any hard drive that *Auslogics Disk Defrag* has just defragmented.

If you click on 'Scan and remove junk,' you get to a page that attempts to sell you a copy of *Auslogics BoostSpeed*.

We are not convinced that every hard drive that we own has thousands of 'junk files' or that these thousands of junk files have any

real effect on our computer's performance, so we will apply a liberal dose of skepticism to this admonition. However, *Auslogics Disk Defrag* does such a wonderful job of defragmenting hard drives for free that we are more than willing to overlook this small problem.

If you have any questions or problems, I can be contacted by the following methods:

1. Send me e-mail at: [fchao2@yahoo.com](mailto:fchao2@yahoo.com)

2. Send "snail" United States Postal Service (USPS) mail to: Frank Chao  
405 E. Wetmore Rd. #117-484  
Tucson, AZ 85705-1792

Or sell your computer and take up golf instead !!



## Internet SIG

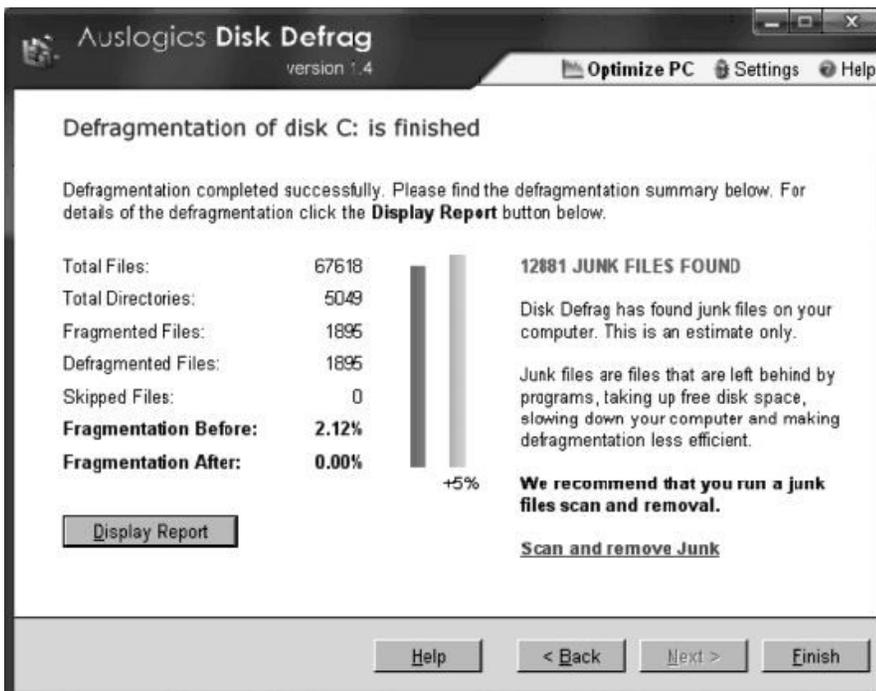
PURPOSE: Fun and Learning

Our next Internet SIG is Thursday, May 22nd, 7 to 9 P.M. The meeting will be held upstairs at Garry's home at 3623 West 227th Street (half block east of Hawthorne Blvd).

The time will be spent surfing the Net, so bring a favorite web site URL to share.

The April SIG investigated *You Tube* and provided an excellent learning experience.

Tom Tucknott  
SIG Leader



*Article*

# All Computers Wait at the Same Speed

by Vinny La Bash

Member, Sarasota Personal Computer Users Group, Florida

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

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I first heard that phrase about ten years ago at a geek conference in Seattle. A decade ago is earlier than the Stone Age in computer years. It was probably meant to make fun of the propeller heads that couldn't live without the fastest CPU on their motherboard. The geeks' concern with processing speed seemed ridiculous to those who understood that computers spend very little of their time processing information. They spend it waiting for us to tell them to do

***We're talking about keeping your system properly tuned so that you don't have to wait while it tries to do its job.***

something. You would certainly find your life very boring if you had to spend 99% of your time waiting for other people to act before you could do anything.

What are we talking about? We're talking about keeping

your system properly tuned so that you don't have to wait while it tries to do its job. It's no secret



that *Vista* has had performance problems. Microsoft has promised that their upcoming service pack should resolve most if not all performance issues. We've heard similar kinds of promises from Redmond before, but this time they say they really mean it. In fairness, not every performance issue can be laid at Microsoft's doorstep, but it's always fun to blame them because they're such an easy target.

*Vista* puts great demands on your CPU due to 'Aero' and other assorted graphical gizmos built into the product. They should have named it the *Eye Candy OS*. Responding to the user community, Microsoft also added security features and additional functions that were not present in *XP*. When you ask

your CPU to do more, you're adding overhead. This means you need more CPU power or you live with a slower system. If *Vista* performance has been less than stellar, the good news is that you can do something about it other than buying a new computer. Here are some of the things you can do to make *Vista* more appealing from a performance standpoint.

You're probably tired of hearing this one. It's like mother telling you to eat your vegetables. You know she's right, but you don't want to hear it. ADD MORE MEMORY. *Vista* is hungrier for RAM than any of its predecessors, and with memory as cheap as it is, it doesn't make sense to keep it on a starvation diet. *XP* runs great on one gigabyte of RAM. *Vista* should have two gigabytes as a minimum, and you won't go wrong by installing even four gigabytes.

Even with enough physical memory, *Vista* can still act like a tired old dog if you have a lightweight video card. Go into the 'Performance Information' and 'Tools' utility in 'Control Panel,' and check out your video card with the 'Windows Experience Index.' You need a video

card that's certified for *Vista Premium* and supports *Direct X 10*. Use the money you save on RAM to buy a good video card. Don't try to do this one on the cheap.

A real help to good performance is bringing your power settings to the 'High Performance' option. Do this from the 'Power Options' utility in 'Control Panel.' The default setting is 'Balanced' which is OK for *XP* but not *Vista*. The 'High Performance'

### *Fine tune your indexing options.*

setting gives you full access to all the Power in the CPU.

Turn off the sidebar. While this feature is visually appealing, it has few socially redeeming traits. Turning off this feature can sometimes result in significantly faster startups and shutdowns. Disable the sidebar by right-clicking it. Select 'Properties,' and remove the checkmark in the box that starts the sidebar when *Vista* wakes up.

Fine tune your indexing options. *Vista* has a great search feature, but it's totally dependent on indexing the files and programs on your hard drive. It's a mixed blessing. You have a fantastic search capability when you index all locations, but you take a performance hit. By indexing fewer areas, performance will improve, but your search feature will be less robust.

*Vista* won't let you turn off indexing completely, but you can disable indexing for locations that may not be important to you. Do this from the 'Performance Information' and 'Tools' utility in 'Control Panel.'

Here's another eat your veggies type tip. Empty the Recycle Bin and adjust it so it doesn't take up more than 2% of your hard drive. Right click on the 'Recycle Bin,' select 'Properties,' and make the necessary adjustments in the dialog box. Don't forget to defrag your disk once in a while, and empty the Recycle Bin before you defrag, not after.

Open 'My Computer' from the 'Desktop.' Right click on the 'C:' drive, select 'Properties' and check how much space you have left on your hard drive. If you're approaching 90% or more, you need to take non-essential files

### *Keep your device drivers up-to-date.*

and move them to another location. *Vista* needs free disk space to perform certain housekeeping functions, and if it has to hunt around for room or use virtual memory, your performance hit could be enormous.

Keep your device drivers up-to-date. Device drivers were designed to ensure that programs or hardware peripherals could 'talk' to the system without problems

and do their jobs properly. Newer drivers can improve 3D performance, fix bugs and other graphical glitches in games and video programs. Device drivers can avoid memory conflicts and prevent programs from squabbling over resources. Newer device drivers can support innovative features within applications, and ensure compatibility among different programs.

These are only some of the things you can do to improve *Vista* performance. Removing unnecessary startup programs, preventing spyware and virus infections, and updating old software are additional steps you can take. If your system is frequently hanging up or crashing after doing everything you can do to improve performance, then it's time to consider reformatting your hard drive and reinstalling everything, but that's another article.

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## **Beach-Bound Cameras**

Cameras and waterproof cases are all different when it comes to their depth, length of immersion, and water temperature tolerances, so check the specifications before buying and double-check the users manual before going underwater.

From *Smart Computing*

*Article*

# New Technology Terms

By Sandy Berger  
*CompuKISS*

[www.compukiss.com](http://www.compukiss.com)  
[sandy@compukiss.com](mailto:sandy@compukiss.com)

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Words, words, words....In the fast-moving world of technology, new words and phrases are constantly introduced. In order to keep up with the times, you need to learn about the current terminology. This need not be a drudgery. In fact, it can be fun to see what new words and abbreviations are popular. Check these out and you can wow your friends next time computers and technology become the subject at the 19th hole or the neighborhood cocktail party.

## **SSD (Solid-State Drive)**

This is a type of memory that you will be hearing more and more about in the future. It is a type of flash memory that has no moving parts. Some small laptop computers are appearing using SSDs for storing data instead of hard drives. Because SSDs have no spinning disks like the ordinary hard drives, they offer improved battery life for laptop computers. They also have better data access speeds than hard disks.

## **404**

You may recognize this as a common message on the Inter-

net. It indicates that the requested page could not be found. This may mean that the page has temporarily or permanently moved and is not currently available. However, recently the term 404 has come to have another meaning. It refers to someone who is totally clueless. From the error message "404 not found", this has become a slang term meaning that the person's brain could not be located. If you decide to call your spouse a 404, make sure that he or she has not read this column or you'll be in big trouble.

## **Crowdsourcing**

Using the skills of a wide variety of people to do a job or perform a task is called crowdsourcing. The people who perform such a function are often found on the Internet. Although these people can be paid, often they are often volunteers.

## **Geotagging**

This is technology built into a digital camera or part of a camera add-on device that is able to tag each photo with the exact location that the picture was taken. Photos can then be sorted based on where they were taken. They can also be plotted on maps.

## **HDMI (High-definition Multimedia Interface)**

This is a newer audio and video interface that is often found on televisions, DVD players, video game consoles, video cameras, and other video equipment. This type of connector replaces older standard connectors like composite video, S-Video, component video, and DVI. HDMI carries both audio and video in one cable. It supports digital rights management systems. HDMI cables can be very expensive in comparison to older audio and video cables.

## **One Laptop per Child (OLPC)**

Led by Nicholas Negroponte, this is a nonprofit organization whose mission is to design, manufacture, and distribute affordable laptop computers to children around the world. The laptops were initially called the "\$100 laptop", but the final build cost almost \$200 each. In 2007, the One Laptop per Child organization started distributing these laptop computers to children in developing countries. The laptops are bright green and white portable computers with special features like a sealed keyboard. They are called XO computers.

**SEO** (Search Engine Optimization)

Search Engine Optimization is the process of tweaking a website to improve the volume of traffic that is produced by search engines. The idea is to give the website a higher ranking in the search engines thereby producing more traffic to the site. SEO includes using keywords and website design to get higher rankings with search engines.

**Skype**

This is an online service that allows users to make telephone calls over the Internet. The software is free and there is no charge to call the computers of other Skype users. Your computer must have a microphone in order to use Skype. With the addition of a webcam, Skype callers from computer to computer can also place video calls where they can both see and talk to each other. Skype also allows you to call land lines and cell phones for a fee. Skype has other services such as instant messaging and file transfer.

**FTW**

This stands for "For The Win." You may remember it being a part of the game show *Hollywood Squares* where a certain square would be selected "For the Win." It is also used in some online games like *World of Warcraft*. It is now a popular term that usually projects a boast, as in "I did it FTW." It is often used ironically and sarcastically.

**Bot**

A bot computer is one that has been infected with some type of malware that allows the computer to be controlled by an outside entity. Millions of computers are bots that are now under the influence of malware distributors who use these computers to send out spam, attack other computers and websites, and carry out scams and identity theft. The computer owner is usually unaware that their computer has been compromised since this activity is performed in the background.

**BotNet**

A series of bot computers, sometimes as large as millions of computers is called a BotNet. The BotNet does the bidding of some entity that has compromised the computers and taken control of them by installing some type of malware.

**Zombie**

This term that means the same thing as a Bot. It is a personal computer that has been infected with a virus that allows an outside force to control it. Such a computer can be used to send out spam or attack other computers without the owner's knowledge. Millions of computers today are zombie computers. They are part of a Zombie Network of computers that are controlled by hackers.

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## Tips From *Smart Computing*

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### Memory Error Messages

Memory-related error messages that appear when your computer first begins booting usually point to a bad memory module. The computer performs basic tests on all hardware when it's first switched on. If the information it writes to memory is not the same as the information it reads from memory, the computer stops booting and displays an error message.

In most cases you'll need to replace the bad module. If you have recently installed new memory, however, the problem could be a compatibility issue. Try removing the new memory and see if it solves the problem.

If you have multiple memory modules, try booting your PC with just one module installed at a time. This will help you isolate the bad memory module.

### HDTV Buying Tip

When you are planning to spend thousands of dollars on a television, don't forget to factor in associated costs, including stands and cables. Stands and wall mounts can cost a couple hundred dollars, and high-end HDTV cables can be expensive, as well.





# The Bug Report

The Greater South Bay PC Users Group

3623 W. 227<sup>th</sup> St.

Torrance, CA 90505

## May 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 <b>General Meeting</b>	6 <b>SIG Meeting</b> Digital Imaging Daytime Hardware	7 <b>Board Meeting</b>	8 <b>SIG Meeting</b> Linux	9	10 Newsletter Deadline
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