

The Computer Club At Willow Valley

Special points of interest:

- Do you use Skype? Perhaps a SIP of Tea-V may also satisfy. See page 5 of the electronic version.
- Want to protect your computer? See the *Computer Security and Privacy* column for advanced concepts and software that will help. Page 6 in the electronic version.

The President's Pen by Sid Paskowitz

Computer Room Volunteers Needed We urgently need volunteers to staff the Computer Rooms at Manor North and Lakes Manor. During the month of April there were several days in which the Computer Rooms could not be opened during normal hours due to lack of availability of a Computer Room Monitor. If you are able to help, please contact Dick Dressel at 464-6508 for the North Computer Room (M-107) or Gene Simasek at 464-4605 for the Lakes Computer

Room (E-308). Let Gene or Dick know if you would like training to help you feel more comfortable as a Computer Room Monitor.

Membership Your Computer Club has 527 members at this writing, including 102 lifetime members. We have also passed the 10,000 mark for visits to Information Central at

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Casual Cursor by Willy Webster

How to Make Things Taste Even Better The hors d'oeuvres were great. So was the feast that followed. So were the tables full of people who attended Willow Valley's recent Volunteer Luncheons.

There were four luncheon events, one in each of the retirement communities. They were all very nice, annual gestures by management to thank us Residents who, one way or more, lend a hand in improving life here for fellow Residents, both current and potential. A total of 732 Residents were there, most but not all of the Residents who donate their time in worthwhile activity.

In supportive living alone, 12,000 hours of helpful time were donated by over 250 volunteers in 2009, Supportive Living Volunteer Manager Pat Russell tells me. That's not all. A wide variety of venues have tasted the collective talents of Willow Valley Resident volunteers. The volunteers have served in all the Resident buildings, the Cultural Center, the Welcome Center, Arbor View, The Glen, Lakeside and Meadow Ridge. They're not only visiting, comforting, entertaining and helping out in supportive living, but also staffing mail-rooms, greeting official visitors, hosting potential residents, ushering

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Coming Programs

June 3, 2010

Resident Dan Drummond
Overview of Apple's I-Pad

July, 2010

Summer Break

August, 2010

Summer Break

*All programs are
held in the
Education Room at
the Cultural Center*

President

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<http://eventregistration.willowvalley.org/kiosk/cclub/index.asp>.

Thank You Thanks to Bob Kemp for his service as Vice President of Computer Club. Bob will continue to serve on the Computer Club Executive Committee as representative from Manor. Dan Drummond, our new Vice President, is already doing a terrific job as Bob's relief. If you have ideas or recommendations for future Computer Club meetings, please contact Dan Drummond at 464-1873 with your suggestions. I also want to thank Dick Dressel and Gert Skelly for continuing as Treasurer and Secretary of the Club respectively.

Lakes Computer Room Update Gene Simasek and I met with Management and requested improved Internet and telephone connections in the new Lakes Computer Room. The improved telephone connection will allow Computer Room monitors to call others for help when they cannot resolve issues posed by visitors to the Computer Room. The installation of Windows 7 computers in the Lakes Computer Room requires increased bandwidth to keep the software on those computers current. The improved Internet connection will also enable us to move the Willow Valley Retirement Communities Computer Club Speech Recognition Center from the Spring Run Computer Room to the Lakes Computer Room so all Windows Speech Recognition equipment and documentation will be available in one location. Also, having Windows 7 computers

in the Lakes Computer Room and Windows XP computers in the North Computer Room will give us the capability to conduct classes applicable to either of those operating systems. If you are thinking about getting a new computer and want to see what Windows 7 is like, visit the Lakes Computer Room.

Volunteer Teachers Needed In addition to needing volunteers as Computer Room Monitors, we need volunteers to help teach basic computer classes for those Residents who need help learning computer basics such as using the mouse or keyboard. If you think you can help, please contact Bob McRobbie at 464-6846. Also, let Bob know your suggestions for computer classes.

Removing External Memory From Your PC Computers can (and will) malfunction if devices such as flash drives, cameras, memory cards, and other connections are removed from USB ports or other external "drives" without going through the "eject" or "safe removal" process. I am personally aware of several cases of malfunction, including "the blue screen of death" and an inability to restart a computer when devices were removed without going through the safe remove process.

Windows Speech Recognition This column of the President's Pen was prepared using Windows Speech Recognition. If you would like to learn more about Windows Speech Recognition or even try it out, check it out in the Lakes Computer Room.

Casual Cursor

(Continued from page 1)

special events, and sharing their expertise in guiding other residents into new experiences and activities.

Computer Club services have been part of it. Ask Dick Dressel or Gene Simasek who try to staff computer rooms with helpful, volunteer "monitors" in Lakes Manor and Manor North from 1 to 3 P.M. each weekday. Or ask Bob McRobbie who looks for ten Residents computer-savvy and motivated enough to teach classes to the many Residents who are strangers to computers. Or ask Ed Dahrsnin, who coordinates the weekly get-togethers of tech-wizards who reconstruct discarded computers and donate them to residents and outside organizations.

They all need more volunteers, more fidelity to assigned hours for donating time, and more sharing of the time each personally donates when there aren't enough regular volunteers to keep our services on schedule and strong.

All the Residents who tasted those Volunteer luncheons in early April enjoyed the same delicious meal. Willow Valley didn't ask how much time each of us had spent helping, how well each of us had earned their thanks, how much of a meal we really

deserved. I attended one of them, basking in thanks from some of Willow Valley's top officials but also realizing that some volunteers who attended deserved it much more than others.

Some of us do just enough to squeak in the luncheon door. Others spend many hours every week, sharing special personalities, or talents, or expertise, or concern, or just plain idle time contributing to others who need what we've got. It all helps our family of neighbors and the Willow Valley bottom line too.

The luncheon tastes good to Computer Club volunteers just like everyone else. And the thanks it expresses is deservedly consumed. It could taste even better, however, if fewer of us barely squeaked through the luncheon door.

Willy Webster, who aims his column primarily at those less-acquainted with computer use, lives in Willow Valley, but you won't find the name "Willy Webster" in the directory. Willow Valley Computer Club president Sid Paskowitz isn't Willy, but he knows where to find him, so send any comments, protests, suggestions via Sid.

Pop-Ups by Al Williams

To close unexpected pop-ups, use Alt+F4. Using any other technique to close a malicious pop-up will result in your computer becoming infected.

If "Total Security" appears, do not pay the subscription fee! For detailed instructions on removing this malware, see the technical article, *Removing the Total Security Malware*, on page 5 in the March 2010 electronic version.

Need Help?

The Club is pleased to provide help Monday through Friday at 1:00 pm at the Lakes Manor Computer Room, E-308, and the Manor North Computer Room, M-107. Help is not available on the first Thursday of the month because the Club meets at 2:00 pm on that day.

The Equipment Corner by Ed Dahrsnin

Refurbished Systems The following refurbished systems are available:

#193: Gateway K7-600, tower, Windows 2000 SP4, 600MHz, 8.91GB free space, 64MB RAM, and HP Deskjet 940C printer

#197: Gateway 800C, tower, XP Pro SP3, 800 MHz, 13.93GB Free Space, 192 MB RAM, Canon i470D printer

#199: Gateway 4000717, tower, XP Home SP2, 1000 MHz, 15.95 GB Free Space, 256 MB RAM, HP DeskJet 3840 Printer

#200: Dell 8200, tower, XP Home SP2, 1.70 GHz, 17.54 GB Free Space, 256 MB RAM, Lexmark X125 Printer

#201: HP XE813, tower, XP Pro SP2, 767 MHz, 38.40 GB Free Space, 128 MB RAM, Epson Stylus C86 Printer

Miscellaneous We have 3 volt CR2023 batteries (suitable for motherboards to keep the system clock running) and a variety of CD-ROM's, floppy disk drives, keyboards, 2 button mice, various power supplies, and assorted cables. Please contact Ed Dahrsnin at 464-6591.

Donations We are once again accepting the donation of used, working, tower and laptop computers (with power units and batteries) from club members along with all software CDs. You may deliver them to the North's Computer Resource room on the first floor of M building after 1 pm on Monday through Friday.

Apple/Macintosh For Apple/Macintosh parts, please contact Bob Handler or Lee Wermuth.

The Mission

The Mission of the Willow Valley Computer Club is to:

- Provide the means to educate beginners or interested non-user on how to use a computer.
- Arrange for speakers to talk to the Club about subjects that would be of interest to those with some background and experience in computer use.
- Provide a forum for interchange of computer information among members.

For more information about the Club, contact Sid Paskowitz at 464-2127 or wvrccc@yahoo.com

The Leadership

Officers

President: Sid Paskowitz

Vice President: Dan Drummond

Secretary: Gert Skelly

Treasurer: Dick Dressel

Community Representatives

Manor: Robert Kemp

Lakes: Gene Simasek

Committee Chairpersons

Program: Robert Kemp

Training: Bob McRobbie

Equipment: Ed Dahrsnin

Technical Support: Larry Gallagher

Website: Sid Paskowitz

Publicity: Wally Gordon

Newsletter: Al Williams

Mac Interest Group: Lee Wermuth

Room Coordinator: Dick Dressel

Microsoft Liaison: Ed Dahrsnin

Past Presidents

Larry Gallagher

A SIP of Tea-V by Bill Engstrom

There is nothing more satisfying than visiting with family and friends while far apart. Today, the Internet offers personal television between our homes, at zero cost, through our computers and economical video cameras.

There are numerous methods for audio and video communication. My suggestion uses two compatible programs: one for a beginner, the other for someone who enjoys a few more features.

Nowadays, all digital telephone networks use SIP, which means "Session Initiation Protocol," and there are over 2,000 interconnected SIP networks that serve commercial applications worldwide.

All a SIP server does is connect two SIP "telephones" and maintain that connection. Throughout the call, the data (voice or video) travels directly between our own computers, not through anybody else's server or computer. That is the important difference between SIP and Skype.

SIP is very private. Within a controlled SIP environment, nobody has any method of learning your SIP ID (which looks like an e-mail address), unless you personally tell him your ID.

SightSpeed is one of many SIP networks and was formed to supply professional-level video conferencing to businesses. A free version was also offered for non-commercial use. Over the past six years, SightSpeed has consistently provided me with the most dependable service.

Two years ago, Dell and SightSpeed created a simpler Dell Video Chat that now comes with every Dell computer. A year ago, Logitech (the webcam company) purchased SightSpeed and brought out an even simpler "Vid" that is intended for family video chats. Both programs talk to each other.

Vid is as simple as a program can be, and all it

does is connect two Logitech cameras. All you need to know is the other person's e-mail address. When I first tried Vid, I was amazed by its quality. I have never before seen as clear a TV image, and I was thrilled to realize that this was possible in my own home. So, I immediately began telling my friends at Willow Valley. Here is a video system that I think our older residents can easily install and share with their families. Those with a little more experience can try Dell Video Chat.

A Logitech movie proclaims this same message very clearly: <http://is.gd/aldS3>

With that introduction, you are invited to read the rest of this article, two pages, at <http://phototelegrapher.org/chat/>

Computer Security And Privacy by AI Williams

In the March issue, I presented several basic principles to help you keep your computer secure and information private. The more advanced principles are based on technical details that are quite complicated. Fortunately, the overview concepts for advanced principles are simple and software is available for the lay person.

Computer security professionals have a saying: Trust no one. In a highly secure environment for a government or corporate organization, that saying makes sense but few of us live in such an environment. Instead, we extend trust to others for several reasons. Either we already know and trust them, or they have been introduced to us by someone that we trust, or we are in a location where we believe that most of the people can be trusted.

There are locations where we will be very reluctant to extend trust to any stranger. As an example, if we are in a very run down section of a town with debris and garbage lying everywhere and with bars across most of the windows, we will not extend trust to anyone that we do not already trust. In other locations, such as at a mall, we will be on alert and less likely to trust others. Even in locations where we feel safe, at times we will encounter individuals that for various reasons, we will distrust.

The Internet has seedy locations and individuals that should not be trusted. In my earlier examples, we could see the people at the locations. On the Internet, we cannot see the seedy locations or the people we should not trust.

Because of the nature of the Internet, the seedy locations and the untrustworthy people are in effect sitting on the other side of our computer, waiting for an opportunity. If we do not connect to the Internet, there is no way for an untrustworthy person to access our computer unless they have direct physical access to it. Also, if we do not con-

nect to a seedy web site, there is no way for it to provide access to our computer.

The act of connecting to the Internet is analogous to poking a hole through the dike that protects our computer. That dike is the firewall, or router, which will continue to protect us from unexpected probes of our computer. However, once we connect it will not protect us from anything that we invite into our computer.

By connecting, we invite e-mail into our computer. Most of us know not to click on links in unexpected e-mail but what about that e-mail that claims to come from someone we know and trust but it didn't?

By connecting, we also invite web sites into our computer. Many web sites are reputable, some are sloppy with questionable practices, and some are malicious. How can we tell?

Google provides a diagnostic tool that helps us to determine if a web site is either malicious or leaves malware on their site because they're sloppy. To use the tool, you concatenate a URL provided by Google with the URL of the web site you want to learn more about. For example, to investigate www.myspace.com, use this combined URL: <http://google.com/safebrowsing/diagnostic?site=www.myspace.com> The tool will tell you if the site has hosted malicious software over the past 90 days. To check another web site, replace the www.myspace.com with the URL of your web site.

Another very helpful tool is Sandboxie which may be found using Google. This tool will create a barrier between your computer and incoming e-mail or connected web sites. Any downloaded attachments or files will be intercepted by Sandboxie and will not be allowed to be put on your computer without your explicit approval.

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Computer Security and Privacy

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A very helpful feature of Sandboxie is that if you do click on a link in an e-mail, Sandboxie will open a sandboxed version of your browser so that the browser cannot download any files without your explicit approval.

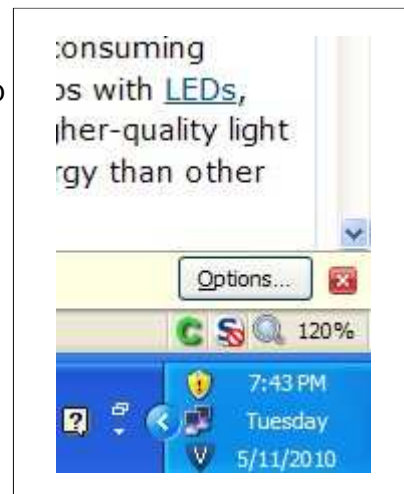
This tool has several features and you should read the Tutorial and the FAQs before downloading and installing it so that you understand how it works and how to use it with your e-mail client and browser. You should know that your internet security software may not allow Sandboxie to install itself. If that happens, use System Restore to reset your computer to the time before you attempted the installation, turn off your internet security, and try again. Sandboxie will install on most PCs but there may be an occasional PC that it cannot install itself on. Sandboxie does execute on PCs running Windows 2000 through Windows 7, 32-bit and 64-bit.

You should also know that the sandbox does fill up over time and needs to be emptied before you can continue to use Sandboxie.

Sandboxie keeps files from being downloaded onto your computer but additional software is needed to keep other malicious activity from occurring. The best combination, to date, is to use the Firefox browser and an add-on named NoScript. Firefox and NoScript may be found using Google.

Firefox is similar to other browsers, including Internet Explorer, except that it has security features built into it that Internet Explorer does not. Microsoft has continued to try to make Internet Explorer as porous as possible so that it works in many situations but that porosity continues to keep open many security holes and Microsoft continues to issue many security updates.

The NoScript add-on blocks an amazing array of bad scripts and other bad features. You can see the list as you read the NoScript FAQs. As a user, the most important feature is that you control which web sites you trust and which you don't. For example, you may want to trust amazon.com. The NoScript icon in the picture is between the letter C and the magnifying glass. Clicking on that icon displays ALL of the web sites that amazon.com would like to use to support its retail efforts. I have found that allowing amazon.com and images-amazon.com is all that is necessary for the amazon web site to work. If you do not Allow or Temporarily Allow a web site, none of the scripts from that web site will execute.



The best approach is to experimentally determine what web sites must be (temporarily) allowed in order for a web site to work. I recommend that you temporarily allow web sites unless you are certain that you will always trust the web site.

The FAQs include instructions on downloading and installing the NoScript add-on into Firefox but the easiest way to download and install is to select Get-It from the list first displayed by Googling NoScript. Then, click on the Add to Firefox command button.

Because this issue of the newsletter is so late, that is all for now. Have a very nice summer break.

Serious Security Problem for Unencrypted Wi-Fi Connections by Al Williams

In mid-November of 2009, it was revealed that there is a serious problem in the Secure Socket Layer/Transport Layer Security protocol that is used to establish and ensure secure connections from your computer to on-line retailers, banks, investment firms, and any other web site where security is desired. Hackers have discovered how to conduct a man-in-the-middle attack at a hotel or motel room (using either a Wi-Fi or hardwired connection), or via an unencrypted Wi-Fi connection such as at a hotel lobby, airport, Community lobby, home, apartment, or the Cultural Center.¹

An attack is invisible to the user. Until the flaw is

fixed, users should do on-line shopping, banking, or investing using only their DSL or cable connections or an encrypted Wi-Fi network that uses WPA and AES (not WEP). When the flaw is fixed, an update stating the flaw has been fixed and describing any steps that the user must take, if any, will be in this newsletter.

Endnote:

¹www.grc.com/securitynow, Steve Gibson, Security Now, "A Security Vulnerability in SSL", November 19, 2009

Key Willow Valley Web Sites

These are URL links to key Willow Valley web sites. Please copy the URL to your browser's URL space, open the site, and then add them to Favorites/Bookmarks or create desktop icons.

Information Central: <http://eventregistration.willowvalley.org/kiosk/cclub/index.asp>

Kiosk Home Page: <http://eventregistration.willowvalley.org/kiosk/default.htm>

Resident Phone Directory: <http://eventregistration.willowvalley.org/kiosk/cris%20files/phonesearch.aspx>

Service Request: <http://eventregistration.willowvalley.org/kiosk/wo.htm>

Computer Club Newsletter: <http://eventregistration.willowvalley.org/kiosk/cclub/p/Newsletter.pdf>

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Sid Paskowitz

Wendy Williams

Thank you to all,

Al Williams

Interested in reviewing the Computer Club newsletter before it goes to press, or providing advice about the content? Please contact:

Al Williams at atwms@comcast.net