
The Computer Club At Willow Valley

Special points of interest:

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The President's Pen by Sid Paskowitz

Membership Your Computer Club has 537 members at this writing, including 107 lifetime members.

Heads Up! First, the Fall 2010 Renaissance publication contains a number of computer classes, each of which has limited seating capacity. Information Central has a link to a Kiosk page that shows the computer classes, and the Master Calendar in Information Central also displays when the classes will be given. If you are interested in signing up, be ready when the Renaissance arrives in your mailbox. Also a reminder, if you sign up for a class but don't tell the instructor or Activities Facilitator that you cannot attend a class, there may be a charge

on your monthly statement.

Second, Microsoft is no longer supporting Windows XP computers that don't have Service Pack 3 installed. If you have a computer with Windows XP, make sure it has been updated to Service Pack 3.

Third, Windows comes with 32 bit and 64 bit operating systems. This will usually not make a difference for most computer users. It will make a difference if you download programs using a 64 bit computer, copy those programs to a 32 bit computer, and try to run those programs. Some may not work.

Fourth, look for Bob Davis' input in
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Casual Cursor by Willy Webster

When it's all Geek to you... Have you ever thought how nice it would be to live with a Geek?

Before you protest that you're already living with one – and it's not always pleasant – let's narrow things down. The Geek I mean is the one who can simply and instantly answer your computer questions.

We all have those questions. Some we've never asked. Some we've

asked and forgotten the answer. Some we can answer via long hunts through manuals, but we're too frustrated or lazy to do it. All we want is someone to tell us how or why, immediately.

I have several handy books. They're all dated, like most computer books as soon as the ink dries. But they can help me if I pause to hunt

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Coming Programs

September 2010

Kristen Hambleton, WV Mgr. of Sales
Willow Valley's Facebook

October, 2010

Jim Cluck, WV VP
IT Update

November 2010

Dave Mott, ComputerNiks
How Computers Work

All programs are

held in the

*Education Room at
the Cultural Center*

President

(Continued from page 1)

this newsletter. Bob is Willow Valley's Manager of IT (Information Technology) and is sharing information he has come across in fixing computer and Internet problems.

Fifth, a Resident recently told me he had a problem when he tried to include a date in the name of a file he was trying to save on his computer. Each time he tried to save the file, his computer "went nuts" on him. The problem was that he tried to put a slash in the file name and the computer treats a slash as the mark for a new folder. When I want to put a date into a file name, such as August 21, 2010, I use 100821. That format sorts names in the right sequence and contains everything I need.

Sixth, I get upset when I hear that Residents were sold a speech recognition software package when they bought a Windows 7 computer. Windows 7 comes with speech recognition built in. I also noted where a Resident had bought Kaspersky security software but was having problems. After installing Malwarebytes and Microsoft Security Essentials which are both FREE, the malicious software was removed from the computer and, after uninstalling Kaspersky, the computer performed well again.

Seventh, Our September Computer Club meeting features an introduction to Willow Valley's Facebook page. Everyone is welcome to attend.

Time to grind some old axes: Despite my requests and

Willy's excellent column in the last Newsletter, we have not added enough new volunteers to our list of Computer Room Monitors or computer class instructors. Smooth operations of Computer Club functions depend on volunteers and it is not fair that only a few members shoulder the work while the great majority sits back and enjoys the benefits of others' contributions. **One of our monitors signed up for 5 days in one month – that's not fair!!** I understand it takes a certain level of expertise to teach computer classes, but being a Computer Room Monitor does not require expert knowledge – and we will be happy to have classes for Monitors who want to sharpen their computer skills. Any Computer Club member with basic computer skills who is willing to spend a couple of hours each month as a Computer Room Monitor is requested to contact Dick Dressel at 464-6508 for the North Computer Room or Gene Simasek at 464-4605 for the Lakes Computer Room (E-308). Let Dick or Gene know if you would like training to help you feel more comfortable as a Computer Room Monitor.

Lakes Computer Room: Gene Simasek has made the Lakes Computer Room in E-308 a state-of-the-art facility. It has six Windows 7 desktop computers, wireless capability and high speed Internet connection. The telephone number for the Lakes Computer Room is internal extension 2423 (not a 464 number). If you are interested in seeing what Windows 7 is all about, check out the Lakes Computer Room. •

Casual Cursor

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through way more pages than I want to face. One I have is "Easy Computing for Seniors, A Step-By-Step Handbook From Start-Up to Shut-Down." Another is Russ Walter's "The Secret Guide to Computers", a chock-full volume that's updated periodically. I probably also have one of the "for Dummies" around, but I can't find it. Then, of course, there's the perplexing manual that comes with the computer.

Of course, there's also "F1" sitting right there on my keyboard that can cough up a long list of "how-tos." "F1" and some other "Fs" can often be helpful remedies for the truly frustrated.

But they all take time. Good Geeks are Best. That's why Best Buy jumped on supplying real, live Geeks for their computer buyers.

I've never used Best Buy's Geeks. Instead, I've looked for Good Geeks at Willow Valley. And, like many others here, I've gone to the Computer Club to find them. But before I get too personal, let's agree on one thing: "Geeks" are good! It's a complimentary term.

Where in the Computer Club, with all its talented trainers, technicians and other expertise, might you go first? Its president, of course. That narrows things down quickly: Sid Paskowitz.

Knowing he's been asked for help many times, I asked him what recent questions have come up most often.

Sid's list:

- *How do I print just part of an e-mail without the ads and other stuff on the screen?* Highlight or block the area you want and paste it elsewhere, then print, Sid suggests. Or block what you want, press Control P and then press the little left-side "Selection" circle. Or for Yahoo.Mail, just tap "print" and then select what you want.

- *I've lost my connection to the Internet. Try the Refresh icon or press the F5 key.*

- *The print on the screen is too small to read. Try highlighting the item, then copy and paste into a Word document and increase the font size for the highlighted item. Or press the Big A or Little A in the tool bar. Or press something with a plus or minus on the bottom right of the application tray.*

I showed Sid's list to his immediate, very knowledgeable, predecessor, Larry Gallagher. He chuckled and offered a not-too-outlandish supplement: "When their computer-busy grandkids have just finished visiting, I sometimes tell Residents just to turn off the computer, unplug its power, wait 10 or 15 minutes and then replug and restart. It's amazing what something that simple can do to solve many problems, like losing your e-mail, losing your Microsoft Word file or having to cope with an overloaded printer that's balking."

If only **all** solutions could be that simple...

More expertise? Remember our old Willow Valley friend, Information Central, and a pile of goodies under its Computer Club Information. Go to the subhead "Computer Rooms." You'll find plenty of Resident Geekdom under "Expertise Inventory" to verbalize many of the answers to your questions. You'll also find when those Geeks are on duty as Monitors in our Computer Rooms so you don't need to disturb them at home. (Here's the URL: <http://eventregistration.willowvalley.org/kiosk/cclub/expertise.htm>.) •

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.

The Equipment Corner by Ed Dahrsnin

Refurbished Systems The following refurbished system is available:

#210: Dell L4666cx, tower, Windows XP Home SP3, 467 MHz Intel Celeron, 35.82 GB Free Space, 320 MB RAM, HP OfficeJet Model 350/600 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. No Macs or Mac parts, see Lee Wermuth or Bob Handler for additional information. •

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: Dan Drummond

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

32-bit versus 64-bit Computing—What's Really The Difference by Ryan Morse (June 13, 2010)

64-bit computing has been around since the beginning of computing, but it wasn't in the mainstream consumer marketplace until just a few years ago although AMD announced AMD64 almost a decade ago. Getting the rest of the market to join up was aided by Intel's own implementation called Intel® 64. From there, an operating system that supported the technology and applications that were compatible was needed to take advantage of it. Before Windows® Vista and OS X 10.6, that was hard to come by. You've probably seen that Windows® 7 comes in 32 and 64-bit version and wondered what the difference is. Even now, I'm still surprised at how long it's taken to convert everyone to 64-bit. Without getting too technical or doing any math, I'll explain the difference and why you should go with it.

The Difference In computing architecture, 32-bit and 64-bit refer to the size of data in terms of integers and memory addresses. CPUs and memory simply support 64-bit long values. It's easy to think about it in terms of literal addresses, too. Say you have a phone book, we'll call it a the 32-bit phone book, and the integers are the contact information for people. The 32-bit phone book can list a total of 4 gigabytes (GB) of memory, or over 4 billion integers. So this "32-bit phone book" can hold the names and contact information of all the people on the planet living today. Contrast that with the range of 64-bit addressing, which is over 18 quintillion integers and more memory that you get right now, and you can say that the "64-bit phone book" would be able to store the names and contact information for all the people that ever were or will be on the planet. For your computer, this gives you support for more system memory, and that means better multitasking and generally improved performance across the board.

How to get it It's quite easy to get a 64-bit system these days. Most every modern computer, applica-

tion, and operating system is designed around the 64-bit architecture. Due to both availability and price, your average desktop computer system supports between 8 GB and 16 GB memory maximum, with high-performance motherboards, systems, and servers supporting much higher total, but still nowhere near the theoretical limit of the 64-bit range. That's just fine because buying anything near a petabyte (PB) of memory in this day and age would be a poor decision.

There's still plenty of headroom in the 64-bit architecture to last for many years to come, even considering how fast technology advances.

Just go with it The obvious benefit to having more memory in your system is that it lets you hold more data in a place that the CPU can access quickly. Your RAM is a much faster resource than the virtual memory that your hard drive uses, in part because of the way the data is stored, on chips, and because of the speed of the interfaces. You may notice when your system is low on available RAM, it begins to chug and hang; that's your hard drive trying to keep up with the speedy demands of the CPU.

While 4 GB is generally seen as the sweet spot amount of RAM, having more can make it easier to manage large multimedia files like high definition videos and is essential for high-resolution 3D gaming. Audio and video recording also become more stable because the RAM provides an ample buffer while the hard drive busily spins away recording your data.

Larry Gallagher comments If you have older programs, they might not work on a 64-bit version thus you may have to contact the vendors to see if there are updates which you can download. The general consensus on the internet regarding upgrades to Windows 7 is to go for the 64-bit since later programs will require the 64-bit version. •

Solving a Spring Run Mystery by Bob Davis

It was June 28th or 29th that Mike D'Angelo started getting calls that some residents were having intermittent problems with Internet connectivity. Mike is not a network person, but he can check the network connection. Interestingly, everything worked fine when he checked the connections of the problem systems.

At this point, I was not aware of the problem. It was on Wednesday, June 30th when Mr. Don Striffler e-mailed me stating he was having intermittent problems and so were several other residents. His description sounded like a misconfigured wireless router. I connected my laptop to the residents network and started to refresh the IP Address. After around eight refreshes, I received the incorrect IP Address of 192.168.2.2.

All Wireless routers come with Dynamic Host Configuration Protocol (DHCP) turned on to give your personal computer an address to use in communicating with the wireless router. Different manufacturers use slightly different IP Addresses, but they all start with 192.168.x.x.

Now the tough part was finding the router. It could be anywhere in Spring Run. I have a network sniffing tool I use called Wireshark which captures all traffic coming across the network. Once I had captured the wrong IP address on my laptop, I ran Wireshark and found the MAC address of the router providing that IP address. Then I could trace our network switches to the port the router was connected too and determine the apartment. *(Editor: MAC is Media Access Control, a 12 character hexadecimal hardware address. A switch is an intelligent hub that uses the MAC of an arriving packet to determine which port to forward the packet to.)*

Different manufacturers of wireless routers have different terminology, but one port should say Internet or Modem. In the Spring Run case, the

cable coming from the wall should have been plugged into this port. All other ports are for devices (i.e. Computers, Laptops, Games(Wii, Xbox), etc.) The router then gives those devices an IP address.

If the cable coming from the wall is plugged into one of the device ports, which was the case in this problem, the wireless router starts handing out IP Addresses to any device on the network. Then we have WV's DHCP Server and the Wireless Router DHCP handing out addresses. It is just a matter of which one responds first as to which address you get. The Wireless address from a misconfigured router is a private, non-routable IP address which cannot access the Internet.

Once I had the resident move the cable to correct port, the problem was resolved.

Note that Spring Run residents should only get an IP Address of 10.200.215.x. If they are having a problem, they can open a command prompt and type: ipconfig and press Enter. This will tell them the IP Address of their computer. The only exception to this is residents with properly configured wireless routers. The wireless router will get the address 10.200.215.x and the resident devices running off of the wireless router will get addresses of 192.168.x.x. *(Editor: To access ipconfig in Windows XP, click Start, click Run, enter cmd in the Open box, and type ipconfig in the newly opened window, and press Enter. In Windows Vista or Windows 7, the Run command is not automatically displayed in the standard Start menu. You can access it by pressing the Windows logo key + R. Then, enter cmd, etc. Look at IP Address in the window for your address.)* •

Bob Davis is the IT Manager for the Willow Valley Retirement Communities

What is a Router and What Would It do for Me? by Al Williams

A Brief and Pertinent History of the Internet In the early days of computers, they were so big and expensive that they were built for a dedicated and particular (specialized) use with little need to connect one computer to another. Many of these computers were built in universities. As experience with computers was gained and the application software running on those computers developed data useful for several people in academia, the desire to share data between computer centers resulted in the use of telephone lines between those computer centers which had common interests. This technique of interconnection worked well but had limitations. First, a computer was available for only one connection with another computer. If someone wanted to connect to either of those computers, they had to wait until that computer was available. Another problem was that as time went on, people implemented different types of computers and computer connections that were not compatible with other computers and connection implementations. This situation made it difficult to readily share data or to use computers in other locations.

To overcome these interconnectivity problems, the concept of a common network system, the Internet Protocol Suite, was developed. At the heart of this suite is the TCP/IP protocol which is the workhorse of most of today's internet traffic. (TCP stands for Transmission Control Protocol and IP stands for Internet Protocol but they are frequently considered one protocol during discussions.) The TCP/IP protocol, and other protocols in the suite, use packets and packet switching as the basis for transmitting and receiving information being conveyed by the protocols. This suite made it possible for different operating systems (Windows and Unix are examples of different operating systems) to communicate and share information.

The designers of TCP/IP included the concept of IP Addresses, an idea that assigns an IP address to

each computer that participates in a TCP/IP network. Each computer's IP address is unique in a TCP/IP network while that computer participates in the network. Another important feature of their design was that an IP address may be reassigned to another computer if the address is no longer in use.

The final important point in this brief history is that the Internet was designed by research organizations and universities. When a feature of the Internet was implemented and working, the demand for communications was such that the feature was immediately used. As a result, the Internet was designed in such a way that everyone on the Internet was trusted although there were a few protocols that supported situations where only a few should be trusted.

A Brief and Pertinent History of PCs As the Internet development was going on, personal computers, their operating systems, and application software, were also being developed starting in the 1970s. One overview perspective of personal computers is that most users saw them as initially useful for the convenience and flexibility of word processing and printing and then later for spreadsheets.

The Merge of PCs and the Internet The initial merge of TCP/IP and personal computers was in corporations. As TCP/IP equipment became available, email became a desired means of communicating. The desire to have email also spread to personal use.

Many people with a PC at home used services such as America Online or CompuServe to access the Internet for email and to exchange documents. As cable TV was being deployed around the country, the cable TV providers also provided Internet services which had much faster rates than could be

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achieved over telephone lines and acceptable monthly fees. People began to move to cable based Internet from telephone lines.

The Original Need for a Router at Home Some families had more than one computer. Because the cable providers charged a monthly fee for each cable modem, routers were developed so that a cable modem could be shared by more than one computer. The cable modem could be shared because the designers of the Internet Protocol Suite had made it possible for computers to share a network if the computers could connect to that network and the router made it possible to make that connection.

Wireless Routers When a family had more than one computer, they frequently wanted to put them in different parts of the house. Initially, a cable had to be run from each computer to the router. This was labor intensive and also frequently was unsightly. Wireless routers were introduced. Each computer could connect to the wireless router using radio signals and the need for connecting cables disappeared.

What a Router Does As stated earlier, the design of the Internet Protocol Suite is that each computer is given a unique IP address. At the same time, a cable Internet provider gives only one IP address to a cable modem. A router resolves this apparently contradictory situation. First, the router issues a different range of IP addresses to the computers that it serves than the IP address that it sees from the cable modem. By convention, routers use the 192.168.x.y range of IP addresses. (This range of addresses is used everywhere for local networks that are created by routers.) Then, when a computer makes a request to the Internet, perhaps for a page on a web site, the router notes which com-

puter (which local IP address) made the request and to which site the request was made. When the page on the web site is served back to the router, the router looks up which local IP address had made the request and then sends the page to that computer. This process is given a name, natural address translation (NAT).

Because the router forwards only information from the Internet that has been requested, any unrequested information that comes into the router from the Internet is “dropped on the floor” - which is also a feature of a firewall. That is, a router is also a firewall by virtue of the way that it operates. This means that a properly configured router cannot be penetrated from the Internet.

What If You Have Several Computers But Don't Use a Router?

It is possible to connect the cable modem to a hub and then connect the computers to that hub. Hubs are like gossips. They tell every computer and the cable modem what they just heard from a computer or what they just sent to a computer.

Hubs can be replaced with switches. Switches are intelligent hubs that inspect the incoming traffic and route the traffic to the appropriate output. In that case, computers see only their own traffic. The cable modem sees all computer traffic with an Internet destination.

Most people turn on file sharing so that they can share files between the computers in their house. The serious, essentially fatal, disadvantage of this configuration is that anyone that is a customer of the Internet Service Provider (ISP) that you use can from the Internet side of the cable modem access those files including reading or copying them. The reason that this is true is because Window's file sharing service allows computers that share the

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same IP address range to share files. If you use a router, then your address range is 192.168.x.y and only the computers connected to the router can participate in file sharing. But if you connect via a switch or hub to a cable modem, then the IP address range is that which is assigned by your ISP and all of that ISP's customers sharing your IP address range can see your files.

If you have only one computer and connect directly to a cable modem, you need to turn off file sharing.

Caution While Traveling Note that this also means that when you use a public hotspot, such as is available through McDonalds, Starbucks, or your motel/hotel, and file sharing is turned on, that anyone using that public hotspot can see your files. In that case, turn off file sharing. You should also use a Virtual Private Network service so that your user names, passwords, personal information and private information cannot be seen by anyone using the hotspot when you are logging in or sending it to someone else.

What If I Have Only One Computer? On the face of it, a router would not be needed if you have only one computer. That is because from Windows XP Service Pack 2 and forward, all PCs have an internal firewall that is turned on. The problem is that malware knows how to turn internal firewalls off on a Windows XP machine and in that case the router provides protection.

Because of the User Access Control (UAC) feature, it should be safe to rely on the internal firewall when using Windows Vista and Windows 7. Although it should be safe, you are definitely safe if you use a router.

You Keep Talking About Cable Internet, What About DSL? Everything I've said about cable Internet and routers also applies to DSL.

What Router Should I Use? If you have one or more computers that you cannot connect to the router via cable, then use a wireless router. If you can connect your computers via cable, you should not use a wireless router. The reason you shouldn't use a wireless router is because it will unnecessarily transmit a radio signal which could unnecessarily interfere with your neighbors.

There are two types of wireless routers, B/G and B/G/N. The vast majority of Willow Valley residents do not need the high speed wireless provided by B/G/N and should use only B/G. B/G routers are desirable because their signal reaches out 150 feet while B/G/N routers reach out 300 feet. The signal from a router can interfere with another router and therefore B/G routers are best for us.

If you use a wireless router, you should coordinate your channel selection with your neighbors. For instance, I use channel 11, my next door neighbor uses channel 1, and another neighbor uses channel 6. This minimizes interference. If possible, you and your neighbors should use only channels 1, 6, and 11 because of the possibility of interference.

A very good choice for a B/G wireless router is the Linksys WRT54G, WRT54GL, or WRT54G2. These routers are B/G and have easy to use interfaces.

What are the Proper Configuration Settings for a Router?

The above routers come with a CD that walks you through the installation and settings. In this section, I'll describe the settings that will make your router safe to use assuming that you've already installed and set up your router. You can use the information below while installing and setting up your router.

The first setting that secures your router is the user name and password for the router. The Linksys

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routers, above, do not use a user name, only a

Shared Key, not shown, should be a 63 character password. The best place to obtain an acceptable password is at www.grc.com/passwords Select



the 63 random printable ASCII characters presented because they will work with all routers.

Select the channel you wish to use with your router using the

password. Until recently, it was thought that any password, other than the initial password provided for the router, was OK because only computers connected to the router could see the login screen. However, it was recently demonstrated that a technique known as DNS rebinding allows someone on the Internet side of your router to see the login screen.¹ You should use a passphrase of at least 10 characters which includes graphic, numeric, and letter characters.

Most of the configuration settings are correct after installation and setup of the router. However, these are settings that you should verify or change.

The wireless security setting should be as shown below to provide acceptable security. The WPA



suggestions provided earlier and the basic wireless settings. See above figure.

The final configuration settings that you should make are shown in the figure on the next page.



Just as Microsoft likes to set the default on options to make it as easy as possible for the user to successfully interconnect equipment, router manufacturers also set options to defaults that are most convenient. In the figure note that Remote Management (remote management of your router from the Internet) has been disabled. Unless you plan to make changes to your router while traveling, this is the best secu-

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rity choice.

Also note that UPnP is disabled. The default is for UPnP (Universal Plug and Play) to be enabled but this allows software on your computer to open up your router to allow unsolicited traffic to come through the router into your computers. This opening of your router occurs without your knowledge; there is no notification. UPnP is useful for file sharing with others on the web or for instant messaging but isn't necessary. File sharing and instant messaging can be done without turning on UPnP. You can share files by attaching them in email or you can use a free service such as YouSendIt to send large files. Instant message programs such as Trillian do not require UPnP to be enabled. UPnP should always be disabled.

With these few changes to the default settings of your router, you make your router secure and safe for accessing the Internet. •

Endnotes:

¹www.grc.com/securitynow, Steve Gibson, Security Now, "DNS Rebinding", August 5, 2010.

The screenshot shows a router's web interface with a navigation menu at the top. The menu includes 'Setup', 'Wireless', 'Security', and 'Access Res'. Below the menu, there are several configuration sections:

- Router Password:** Two password fields, each containing 12 black dots for masking.
- Access Server:** Radio buttons for 'HTTP' (checked) and 'HTTPS' (unchecked).
- Wireless Access Web:** Radio buttons for 'Enable' (checked) and 'Disable' (unchecked).
- Remote Management:** Radio buttons for 'Enable' (unchecked) and 'Disable' (checked).
- Management Port:** A text input field containing the number '8080'.
- Use https:** An unchecked checkbox.
- UPnP:** Radio buttons for 'Enable' (unchecked) and 'Disable' (checked).

Reviewer Acknowledgment

The following individual kindly reviewed this issue:

Sid Paskowitz

Thank you,

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

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>
