

The Computer Club At Willow Valley

The President's Pen by Sid Paskowitz

Membership Your Computer Club has 547 members at this writing, including 137 lifetime members.

Dues Reminder We have sent Computer Club renewal reminders to Club members whose dues are due by March 1. After March 1 those who have not paid their dues will be dropped from the membership list.

Newsletter By Paper This Newsletter is the next-to-last Newsletter that will be published in paper form. If you get a paper copy of this Newsletter, you need to let Dick Dressel know your email address so you won't miss out on getting future Newsletters.

Making Copies At the last Computer Club Executive Committee meeting a decision was made that only Computer Club members will be allowed to make copies or print pages in the Computer Rooms. Computer Club dues are used, among other things, to buy ink and paper for the printers in the Computer Rooms. There will also be a limit on the number of pages that a member can print or copy.

We Need Monitors Monitors, we need monitors – both kinds! We have computer towers that Ed Dahrsnin and his recycling team cannot use in
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Infected? by Al Williams

It is about 7:45 in the evening. An email stating "Undeliverable Email" just popped into my AOL inbox. A few seconds later another popped in. Then, just like popcorn, another twenty three or so pop in.

Why are these emails showing up? I haven't sent any emails in the past two hours. Yes, they appear to come from me. They show some email addresses for people I communicate with. They also show some email addresses I've never heard of.

What is going on? A fluke? Have my defenses been penetrated? Do I now have malware on my computer? I'll restart my computer as I always do before turning in for the evening, and sleep on it.

This morning's meeting went well. Hmm. Two more batches of undeliverable emails. One batch was sent at about 8 a.m. and the other at about 11 a.m. Interesting. They're going out in batches as if it were a

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Coming Programs

March, 2011

Sid Paskowitz, Resident
Turbo Tax

April, 2011

Tony Poulos, Resident
Looking Good In Print

May, 2011—at North Auditorium

Bob Davis, IT Manager
Willow Valley Networks

*All programs are held
in the Education Room
at the Cultural Center
on the 1st Thursday of
the month at 2:00 p.m.*

President

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assembling computer systems for Club members or donation to Lampeter-Strasburg School District because we don't have computer monitors to go with them. If you have a working monitor that is sitting in a closet or cage, please drop it off in the Manor North Computer Room (M-107) Monday-Friday at 1:00 p.m. so Ed and his team can put it to good use.

We had days in February when there was no Computer Room monitor to open a Computer Room and make it available for other Residents. 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 (M-107) 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.

Email Hoaxes I recently got an email with dire warnings that my computer would die if I did certain things, and I needed to let everyone know about the problem. The email said it had been checked out by a personally-known computer expert who confirmed the information in the Wall Street Journal, at Microsoft and at Snopes. Despite the assurances in the email, I immediately went to www.snopes.com and found the verbatim email was identified by Snopes as a HOAX. Hoax emails rely on unsuspecting individuals to perpetuate the hoax and unnecessarily frighten people and waste

their time. Don't support the people who abuse the Internet. Help stop the hoaxes by personally checking them out on reliable sources such as Snopes, and rather than spreading the hoax, notify those who send such emails so they can check them out themselves before upsetting you and wasting your time.

I have also been notified by a Resident that they had received an official-looking email from a well-known company that their account would be terminated if the Resident did not respond immediately and update their account. The response required the Resident to enter their account information, password and other personal and financial information. LEGITIMATE COMPANIES DON'T DO THAT!!! Don't be duped by a letter or email, no matter how official it looks. Contact the customer service phone number on your statement to verify any action you need to take. Chances are, they will tell you they did not send anything like that. However, just to be on the even safer side, get the name of the customer service representative who provided you with that information and file that name and the time and date of your call with your statements.

Resident Kiosks The Computer Kiosk displays and Information Central have been redesigned. A tutorial video is being produced to demonstrate the new Kiosk displays. Plans include making DVD copies of the video for checkout from Community libraries and Computer Rooms and for showing on in-house TV. The Internet address to log in to the Kiosk displays and the Electronic Registration System is resident.willowvalley.org. Check it out. •

Password

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company sending out email. And, the emails are going to several email addresses but not enough email addresses to be flagged as coming from a spammer. Whoever is sending these is using some smarts.

But, wait, I didn't start my email software after re-starting my computer. How could my computer send those emails? My email software couldn't have been used because it wasn't running. Is there a Trojan on my computer? Is there specialized malware that hides from view, reads address lists, and sends out emails? Do I have a root kit? *(Editor: A root kit is software that gets between the PC's hardware and the operating system. In that position, it controls the interaction between the operating system and the hardware. An example is when the user asks for a list of files on the hard drive. The root kit can filter the response so that the user cannot see files that the root kit wants to hide. It is very hard to detect a root kit. To remove it, the surest way is to format the hard drive and re-install the software and documents.)*

All right. I need to run an anti-malware program. But, no anti-malware program catches all malware. So I'll run four anti-malware programs that have good reputations. I'll run Sunbelt's VIPRE, which I have a paid subscription for, Malwarebytes' free Anti-Malware software, Microsoft's free Security Essentials, and the free anti-malware program that Microsoft provides in their monthly updates. I'll run them all at the same time.

None of them found anything. Not a thing. Is this something that none of them know about? Root-kits are hard to find and elimination is drastic. Wow. Nothing. If it is something that nobody knows about, I'll have to format the hard drive and re-install all my software and documents. I have the source for all the software. And I can backup the documents. But, I don't know where the infec-

tion is and what documents it might have infected.

Hmmmm... If I back up my documents, re-install the operating system and the other software, and then put the documents back on my computer, I'll still have the infection.

Maybe my PC isn't infected. Maybe it is something simpler. Maybe my email password has been stolen. Would that fit with what is happening? AOL provides webmail so people can access their email using their web browser. So someone who had stolen my password could use my AOL account through webmail to send emails. But how did they get the addresses? Oh, that's right, the addresses in the address book are stored at AOL. I don't know how to read those addresses and download them into a different address book but that shouldn't be much of a problem for a spammer.

How could my email account's password have been stolen? Some web sites require registration before allowing access to information. The registration usually requires an email address and a password. I registered with two web sites a few days ago and used my AOL email address and the same password that I use to access my email account. That's not a good idea, and I would tell others to never do that, but it certainly is convenient – don't have to remember many passwords. Perhaps the password was stolen from one of those.

OK. The simplest thing to do is to change my email account's password and see what happens. What password should I use? LastPass will automatically generate difficult passwords. Wow. I'll never remember that one. I'll have to store it in LastPass. Here goes.

It's been three weeks, now, since I changed the password. I haven't received any more undeliverable email messages. I haven't seen any indication of malware problems. There might be malware on my computer that's just lying low for the time being but it isn't likely; I think my PC is clean.

The Equipment Corner by Ed Dahrsnin

Refurbished Systems The following refurbished system is available:

#228: HP N3410 Laptop, power adapter, Windows XP Home SP3, 550 MHz AMD Pentium w/MMX , 2.01 GB Free Space, 184 MB RAM, No printer

#229: Dell 2400-XW31, tower, Windows XP Home SP3, 2.540 GHz Intel Celeron, 33.72 GB Free Space, 1278 MB RAM, HP Photo smart 2610 Printer

The systems are free to any club member. You must pick them up. Contact Ed at 464 6591.

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-users 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

Computer Room Coordinators:
Dick Dressel, Gene Simasek

Microsoft Liaison: Ed Dahrsnin

Past Presidents

Larry Gallagher

Reviewer Acknowledgment

The following individuals 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.asp>

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>
