

The Computer Club At Willow Valley

The President's Pen by Sid Paskowitz

Jim Cluck answers questions about Senior TV and Internet in the Cultural Center's Theater September 1 at 2 p.m.!

Membership Your Computer Club has 505 members at this writing, including 149 lifetime members.

Great News! Some great news! Jim Cluck has agreed to be our speaker at the September 1st Computer Club meeting at the Cultural Center. He will talk to us about the new Senior TV system and its associated Internet connection service. He will answer questions we all have about the new services and I will be putting together a list of questions that he can address at the meeting. If you have questions or issues you would like to have addressed, please send me an email at wvrccc@yahoo.com and tell me your questions or issues. Jim will also answer questions from

meeting attendees but time may not permit getting those all answered, or he may not have the answer without doing some research, so a better way to get answers at the meeting is to send the questions to me and I will compile them and send them to him. We are anticipating a large attendance at the meeting, so it will be held in the Theater rather than in the Education Room. Computer Club membership is not a requirement for attending the meeting.

Technical Support Committee I want to welcome Tony Poulos as our new Technical Support Committee Chairman. Tony is taking over from Larry

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ClearCloud Discontinued by Al Williams

In an article in an earlier newsletter, I recommended using ClearCloud, a DNS service that blacklisted known sites involved in malware. This DNS service would notify the user whenever the user attempted to go to a web site known to host malware.

Although it worked very well, the provider of ClearCloud has determined that their VIPRE product's web filtering is preferred by most of their customers. Therefore, as of September

1, 2011, the ClearCloud service is being discontinued. If you have been using ClearCloud, you will need to restore your DNS Server settings to automatically use the DNS servers provided by your ISP instead of the ClearCloud DNS servers. To do this, follow the ClearCloud instructions at www.clearclouddns.com/Setup/Windows for your operating system. •

Coming Programs

September, 2011

Jim Cluck, VP, PM&S
Senior TV (In CC Theater)

October, 2011

Judy Lobos, Marketing
Facebook at Willow Valley

November, 2011

Martin Klaver, Resident
Keeping Connected

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

iMac Group

Come to the September 8th iMac Group meeting in the Auditorium on the 3rd floor at North and learn how to have some fun and save some \$\$ at the same time. Use your prized pics to make attractive

individualized cards for all your needs. Let your Mac earn it's keep. JoAnne Phillips will show you how.

President

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Gallagher who will remain on the Computer Club Executive Committee as Manor Representative and as a past Club President.

Monitors Monitors, we need monitors—both kinds! We have computer towers that Ed Dahrsnin and his recycling team cannot use in assembling computer systems for Club members or for 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 Monday-Friday at 1:00 p.m. so Ed and his team can put it to good use.

We are experiencing too many days when the Computer Rooms are not open because no monitor signed up for those days. As our neighbors change their email accounts because of the new Senior TV service, more help will be needed in the Computer Rooms. 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 JoAnne Phillips at 464-6502 for the North Computer Room (M-107) or Gene Si-

masek at 464-4605 for the new Lakes Computer Room (E-108). Let JoAnne or Gene know if you would like training to help you feel more comfortable as a Computer Room Monitor.

We are now offering a special incentive for Computer Room monitors. We are placing books in the Computer Rooms for monitors' use only. David Pogue's book on Windows 7 and Russ Walter's book on the Secret Guide to Computers are for monitors' use and are not to be removed from the Computer Rooms. Sign up as a monitor now!

Lakes Computer Room The Lakes Computer Room has successfully moved from E-308 to E-108.

Willow Valley Entertainment Channel Willow Valley is expanding the use of the in-house Entertainment Channel to include more educational content. On Mondays, Wednesdays and Fridays at 12:30 p.m. a tutorial video on the WVRC Electronic Registration System is being shown on Comcast Channel 822 and on Senior TV Channel 4. The Tuesday and Thursday 12:30 p.m. time slots contain a tutorial video on using Photo Story 3 to make a narrated video of your photograph collection. We hope to extend what we have learned in preparing those

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President

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videos by adding a wide range of other topics that can be integrated with Computer Club training classes. We are also testing the use of the Computers in the Lakes Computer Room so Computer Room visitors and monitors can select which video they want to watch on those computers.

Secret Guide Russ Walter's new 703 page book *Secret Guide to Computers & Tricky Living* has been published. We are buying two copies for inspection in the Computer Rooms so you can decide if you want to buy a copy. The book is listed at \$25.00 each, but the Computer Club is getting special pricing of \$10 each if you order through the Computer Club. Dick Dressel, Computer Club Treasurer, is taking orders for the book. Contact Dick via email at dresselrj@dejazzd.com or 464-6508 to place your order.

Resident Kiosks The desktop display on Kiosk units have been modified to include four icons: Internet Explorer, Yahoo Email using Mozilla Firefox, Notepad and Restart Computer. The reason for the change is the new Yahoo! email program will not work with older versions of Internet Explorer; however, Firefox on the Kiosks will work with the new Yahoo! email program. If you want to use the new Yahoo! email program on a Kiosk, close all the screens until you get back to the desktop display that has the four vertical icons in the upper-left corner of the screen, then double-left-click on the **Yahoo Email** icon.

And speaking of Kiosk usage, something all Kiosk users should do to reduce their risk of exposure to malicious software is to restart the Kiosk computer unit *when you start* and *when you finish* each visit

to a Kiosk. Restarting the Kiosk unit takes a little time but it eliminates your exposure to malicious software that a prior Kiosk user may have put on the Kiosk computer, and it removes whatever you have done so a later Kiosk user cannot put malicious software on the Kiosk computer that can read what you did on the Kiosk. Restarting the Kiosk unit is as simple as double-left-clicking on the **Restart Computer** icon on the desktop screen.

Senior TV The right column of Information Central has a section on Senior TV and Senior TV Internet. Included are links to printable channel listings in channel number, channel name and channel category sequences. There is even a link to an on-line TV guide where you can scroll horizontally and vertically to see what is playing on each of the Senior TV channels. If anyone knows who set up that on-line TV guide, please let me know. I have some suggestions.

Using a USB tuner device, I was able to display the Senior TV channels on my computer, to record TV programs on my computer and to display my computer screen on an HDTV set, all at a relatively low cost. Also, using a very inexpensive TV antenna near a window inside our apartment, I was able to use my computer to watch over-the-air TV broadcasts from WPMT (Fox 43), Fox 24/7, Antenna, WLYHDT, COOLTV and KYW. This has some interesting implications if you are traveling with a laptop computer and want to view local TV stations. More to come on this subject in the future. Stay tuned.....

Don't forget to send me your questions and issues that I can pass on to Jim Cluck for the September 1st Computer Club meeting. •

PIE Before Sky by Al Williams

The Cloud Have you heard about the cloud? It's the current rage. Store your data in the cloud. Get your data from the cloud easily, when you need it. Get it from anywhere. Get it on more than one computer. The cloud is cheap!

Why Does The Cloud Exist? Businesses and governments at all levels want to find ways to reduce the cost of computers and software. The cloud initially offered a way to reduce the cost of data storage. Since most users do not use all the space on their hard drives, especially large hard drives, moving data to the cloud makes it possible to use smaller hard drives on user computers, thereby reducing the cost of data storage.

Two More Reasons That was the original reason. But two other desires of business are driving a new feature of the cloud. Businesses want to also reduce the cost of software. As you know, Microsoft Office Professional is expensive. It meets the needs of most offices but a licensed copy must be put on each computer. So, OpenOffice, which provides applications comparable to Word, Excel, and PowerPoint, and is free, began to be used. The other desire was increased collaboration. Again, driven by costs, companies want to improve collaboration between employees. Effective collaboration requires unimpeded and extensive intercommunications between employees. To do that in an office requires a lot of network hardware to provide that connectivity.

The cloud offers a way to provide that connectivity and to reduce the cost of applications by moving the applications and the connectivity to the cloud. Companies such as Microsoft are offering the use of software applications in the cloud. Microsoft currently offers a cloud version of its SQL Server, which is popular with businesses for organized data storage. It is in the early stages of making Microsoft Office (Word, Excel, and PowerPoint) available in the cloud. The idea is to offer users access to these applications at a cost that is less than the

cost of the same software package in a retail store while also supporting the desired collaboration.

There are cloud offerings to individuals, such as Google apps, but currently they appeal to those who are more technically inclined and find it easier to use it. The cloud will get easier to use.

What Is The Cloud? The cloud is software and hardware. The software is specialized to support the needs described above. The hardware comprises servers and networking equipment. There are several companies that provide cloud services. Many services are available to an individual at a reasonable price.

There Are Problems! It sounds great. But there are some problems. First, before you sign up for a cloud service, make certain that the provider you have chosen will store your data at more than one physical location. You need more than one physical location because no data storage server is totally reliable. That is, no server is up and available 100% of the time. Your data should be stored in at least three different cities around the USA.

Second, your data could be stolen. Or, it could be deleted by someone else. Or it could be read by another person. You already know that hackers have lots of expertise. You need to both protect your data in the cloud and have a copy in your possession. The copy in your possession could be what you have on your computer's hard drive, or it could be stored on a USB drive (also known as a flash drive or jump key or thumb drive). The copy needs to be in a place that you consider safe – it may become the only copy that you have.

But, the most critical thing for you to do is *PIE Before Sky*. PIE is an acronym that stands for Pre-Internet-Encryption. You need to encrypt your data before putting it into the cloud.

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PIE Before Sky

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If you are familiar with the cloud, you may be asking why you should encrypt before placing your data in the cloud. Several providers of cloud services have stated they encrypt a users data before it is stored. They also say that they can decrypt that data if necessary. The problem is that if they can decrypt your data, so can a hacker.

There are various ways to encrypt data before moving it to the cloud. The most used and most popular application for encryption is TrueCrypt, which is free. TrueCrypt will create one or more encrypted and password protected folders on your computer into which you may store your data. Encrypted folders may have different passwords. After moving your data into the encrypted folders and

closing the encrypted folders, you may then safely move your data—that is, move the encrypted folders—to the cloud.

You should remember that none of your e-mail is encrypted after it arrives at your ISP (such as Comcast). If you set your email account up to use encryption (SSL/TLS), your email will be encrypted from your PC to the ISP. But, from there it will not be encrypted. If the recipient uses encryption, the email will be encrypted from their ISP to the recipient's PC. Between the two ISPs there is no encryption of email. You can protect your data by using encrypted email.

I'll describe encryption, TrueCrypt, and encrypted email in future articles. •

Stolen Email Accounts by Al Williams

What Happened? Sid tells me that some residents have reported that their email accounts have been stolen. They've discovered that their password has been changed by someone else and they can no longer access their email.

How To Recover? The first step is to contact Customer Support for your email account. Explain what happened and request a password reset. Make certain that Customer Support tells you over the phone what the reset password is because you can't read your email. Also, ask Customer Support not to send your reset password by email so that

the hacker can't change your email account's password before you can.

How To Keep This From Happening Again? The second step is to use a password on your email account that you do not use anywhere else. One of the ways that you can lose control of your email account is to also use your email account's password on a web site. The best approach is to use a different password for every web site or email account. It sounds difficult but LastPass is a highly vetted application that meets the need. I'll write about LastPass in a future article. •

Microsoft System Sweeper by AI Williams

For Advanced Users Advanced computer users will want to use Microsoft's new System Sweeper whenever they suspect a problem in their computer. System Sweeper uses a powerful technology that detects malware of all kinds, especially the very difficult to detect type of malware known as Rootkits.

Why The Focus On Rootkits? Rootkits can be used maliciously in a variety of ways. Well known ways are to send spam and to issue Denial of Service attacks on other computers. Denial of Service attacks keep a person from accessing a web site undergoing an attack or from using their own computer if it is being attacked.

Are Rootkits Hard To Remove? Rootkits are especially difficult to detect and remove because a rootkit hides itself from the user and from malware detection software. For example, when the user asks Windows to display the files in a folder containing the rootkit, the rootkit will intercept Windows' response and remove its entry in the folder's listing. It will also subtract its file size from the size that the folder would otherwise report. A rootkit will also hide itself when a user looks at the Task Manager to see what Processes are running.

Why Is System Sweeper Good Against Rootkits? It is very difficult to detect a rootkit as long as it has the ability to make changes to the operating system that enables it to hide itself. But a rootkit cannot hide itself if it cannot execute and make changes to the operating system. That's where System Sweeper comes in. It executes in such a way that the rootkit cannot execute.

System Sweeper is a standalone software package. It has both an operating system and malware detection and removal capability. System Sweeper is started, when the computer is started, in place of Windows. It then executes in memory while the software stored on the hard drive remains dormant. That is, the none of the software on the hard drive executes.

Because none of the software on the hard drive is executing, the rootkit is unable to hide itself by making changes to the operating system. This, in turn, means that malware detection and removal software that is executing can find and remove the rootkit, as well as any other malware.

How Do You Use System Sweeper? There are several steps, which are stated here at a level that is appropriate for an advanced user.

1. Google for System Sweeper. Make certain that you are going to the Microsoft download site.
2. Download the 32-bit or 64-bit executable that matches your computer's bit size.
3. Burn an ISO image using suitable burn software such as imgBurn.
4. Ensure that your BIOS will boot an ISO image from your CD or DVD drive. If you have a newer computer, you may be able to boot from a flash drive.
5. Answer the questions asked by System Sweeper.
6. Be certain to download the latest malware definitions.

System Sweeper will assess a computer with 6.6 million files in approximately seven hours. During the assessment it will raise messages if it finds any malware but will issue a report only at the completion of the assessment.

If System Sweeper does find malware, it is a good idea to allow it to tell Microsoft about its findings so that everyone benefits. •

The Equipment Corner by Ed Dahrsnin

Refurbished Systems The following refurbished systems are available:

#231: Compaq PD1010, desktop, Windows 98SE, 350 MHz Intel Pentium II, 6.09 GB Free Space, 64 MB RAM, No printer

#239: Compaq Presario 7940, tower, Windows XP Home SP3, 600 MHz AMD Athlon, 25.21 GB Free Space, 192 MB RAM, Dell 926AIO Printer

#240: Dell GX200, tower, Windows XP Home SP3, 733 MHz Intel Pentium III, 6.89 GB Free Space, 256 MB RAM, Epson Stylus 740 printer

WEB TV System, with two keyboards and remote control. Use your TV set as a monitor.

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 accept used, *working*, tower and laptop computers (with power units and batteries) from club members along with all software CDs. Used printer cartridges also accepted. 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: Dick Klahn

Secretary: Joan Burks

Treasurer: Dick Dressel

Community Representatives

Manor: Larry Gallagher

Lakes: Gene Simasek

Committee Chairpersons

Program: Dick Klahn

Training: Bob McRobbie

Equipment: Ed Dahrsnin

Technical Support: Tony Poulos

Website: Sid Paskowitz

Publicity: Wally Gordon

Newsletter: Al Williams

Mac Interest Group: Lee Wermuth

Computer Room Coordinators:
JoAnne Phillips, Gene Simasek

Microsoft Liaison: Ed Dahrsnin

Past Presidents

Larry Gallagher

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.aspx>

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

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

Service Request: <http://eventregistration.willowvalley.org/kiosk/ServiceRequest.aspx>

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