
The Computer Club At Willow Valley

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The President's Pen by Sid Paskowitz

Membership Your Computer Club has 481 members at this writing, including 210 lifetime members.

Information Central Access to Information Central information is in a state of flux. At times it has been removed from Internet connections that are external to Willow Valley's servers. It is sometimes accessible from Kiosks, Computer Lab computers and Internet connections that are made through Willow Valley Ethernet. Stated differently, at the time of this writing, access to Information Central information is not available using resident.willowvalley.org via Wi-Fi connections or from Resident apart-

ments that are not connected via Willow Valley Ethernet (some Willow Gables and Spring Run units do have those connections but may also have problems). Also, Information Central's content has been reviewed by Willow Valley management and decisions have been made to remove a number of links to Willow Valley information and to delete items such as the Master Calendar, Resident club and activity pages, and service request information. The name for Information Central may also be changed since it will no longer contain links to online Willow Valley information. Final implementa-

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Fighting Malware with Free and Almost Free Software by Al Williams

There are a lot of good software packages that identify and remove malware including those that are available to anyone for free and almost free.

Usually, the free software packages are developed and maintained by individuals who believe that software should be free and who have a passion for the software they work on. On occasion, there is free software from a commercial developer of software who sees a need that must be

met and the free software they provide complements their products.

Microsoft is one developer that provides free software to fight malware. In the September 2012 newsletter, I described several sources of information including *Windows Secrets*. The *Windows Secrets* April 4 and April 11 newsletters have articles by Fred Langa that describe free malware fighting software from several

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Coming Programs

May 9, 2013	June 2013	July 2013
Al Williams, Resident <i>Exploring Backups—Education Room</i>	An Expert Panel <i>Browsers, Browsers</i>	No Meeting

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

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tion of the changes is scheduled for May 1st. In light of the changes to the servers and the management review of Information Central, the content in Information Central is being updated. More than 600 subjects are being removed from the Subject Index and virtually all Resident activity information has been removed. The Kiosk Home Page display is also being revised.

Staffing Difficulties Due to difficulties in getting volunteers to be Monitors in the Manor North and Lakes Manor Computer Labs every weekday, and due to the reduced numbers of Residents visiting the Computer Labs, the Computer Club Executive Committee voted to open and staff the Computer Labs with Monitors Mondays, Wednesdays and Fridays. If Residents need access to the Computer Labs on Tuesday or Thursday, they may contact Gene Simasek for the Lakes Manor Computer Lab (Room E-108) or one of the Monitors listed on the door of the Manor North Computer Lab (First Floor M Building between M-104 and M-106). When a Monitor is available, a Computer Lab will open at 1:00 p.m. and will remain open to help Residents until 3:00 p.m. If no Resident arrives by 1:30 p.m., the Monitor may close the Computer Lab. Monitor schedules are posted on Computer Lab doors.

Gene Simasek is our Lakes Computer Room and Monitor Coordinator. Please let Gene know if you are willing to be a Monitor in the Lakes Computer Room. You don't need to be a computer expert to

be a monitor - you just need to want to help other Residents. Even though we have cut back to Mondays, Wednesdays and Fridays for days we try to have Monitors in the Computer Rooms and already we have experienced days when no Monitor has signed up. If we don't get more volunteers, we may have to cut back further. Dave Baker is no longer our North Computer Room and Monitor Coordinator and we are seeking a replacement. Please let me know if you are willing to help in that area.

Previously Owned Computers Ed Dahrsnin and his team have worked on more than 310 computer systems. Four systems are available to give to Club members or they will be donated to the Lampeter-Strasburg School District to give to families who cannot afford a computer for their students. Ed's team is accepting towers, monitors and printers from Computer Club members for recycling. Included software driver CD's and other CD's are appreciated. Also, they continue to accept laptop computers, with power adapters, and printer cartridges. Leave the items in Manor North's computer room on the first floor of 'M' building Monday, Wednesday or Friday from 1 p.m. to 1:30 p.m.

MAC SIG We are still searching for a leader of the MAC Special Interest Group (SIG). Until a MAC person volunteers to take that leadership role, the MAC SIG group meetings on the second Thursday of the month in the Manor North Johnson Auditorium are suspended. If any MAC user is willing to take a leadership role, please let me know. You don't need to be an expert. You only need to coor-

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Fighting Malware with Free and Almost Free Software

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vendors. The April 4 issue describes six (6) free malware fighting software packages from Microsoft and the April 11 issue describes other packages. His articles are detailed with pros and cons and I highly encourage you to read them at www.windowssecrets.com. Look for *Microsoft's six free desktop security tools* and *A dozen tools for removing almost any malware*.

Because malware fighting is crucial for all of us, I decided to pick some of the tools that Fred identified in his articles and provide a summary level description. I believe that these tools are important for all computer users. Again, I encourage you to read his articles.

Microsoft's Six Free Tools All of the tools intended for consumers are described below. There are additional free tools from Microsoft for IT professionals.

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dinate efforts that are beneficial to MAC and Apple product users.

Warning! Techie Talk I personally experienced the "Blue Screen of Death" (BSOD) on my computer the last several weeks when we were Skyping with our grandkids. The BSOD occurred when the Logitech webcam (camera) turned on. After much Google searching and a couple of hours on the telephone with Logitech technical support, I came to suspect that the problem was created by Logitech software being in both the 32-bit and 64-bit Programs folders. When I uninstalled the Logitech software, removed Logitech folders from both Programs folders, and downloaded and reinstalled the webcam software from the Logitech website, the incidence of BSOD went away. My lesson learned was that if I get a repeating BSOD on a 64-bit computer and if I know what program I was using when it happened, I check my Programs folders to see if that software might be in both folders. If yes, I remove it from both folders and assure it is only re-installed in one folder.

A Phishing Example A Resident received an email purporting to notify them of an American Airlines flight

reservation the Resident made. Rather than clicking on anything in the email, the Resident called American Airlines using the phone number on the American Airlines website and told American Airlines about the email. The following contains some of the American Airlines response:

"Please DO NOT click on any of the web address links, open any attachments, call phone numbers listed, or follow any instructions in the fraudulent email. Instead, delete all email and attachments.

"If you are an AAdvantage member and have clicked on any of the links in this fraudulent email, please take these steps:

- "- Login to AA.com by entering www.aa.com manually
- Verify your mileage balance, email address, and physical address
- Immediately change your password to help protect your account information

"If you see any discrepancies over the next day or two, please contact AAdvantage Customer Service at 1-800-882-8880. In most cases, attempts to obtain personal information begins with an unauthorized change of the victim's password, prevent-

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Malicious Software Removal Tool Microsoft's *Malicious Software Removal Tool (MRT)* is present in all versions of Windows. It is automatically updated once a month by Microsoft when the other Microsoft updates are installed. It automatically runs when you restart your computer, performs a quick scan, and removes any malicious software that it finds. The user does not do anything to install or run this software except to allow the Microsoft updates to be installed and to restart the computer. (Beginner)

You may, however, manually do a quick, full, or custom scan using *MRT*. Click the Start orb, enter *mrt* in the Search box and press Enter. In the window that is presented, select Quick, Full, or Custom scan. A Full scan is recommended. (Beginner)

Windows Defender *Windows Defender* is the program that tells you that the software you are about to install is potentially dangerous. It then allows you to do what you want. That's all it does, it does not detect or remove malicious software. (Beginner)

Microsoft Security Essentials *Microsoft Security Essentials* does detect and remove malicious software. You must download it from Microsoft and install it; it is not automatically installed on any version of Windows. It won't keep you from installing malware if you insist on it, so pay attention to the warnings from *Windows Defender* and *Microsoft Security Essentials* that the software you are about to install may be malicious. Do not download it from any other web site. (Beginner)

Windows 8 Windows Defender *Windows 8 Windows Defender* is a repackaging of the *Microsoft Security Essentials* capability using the *Windows Defender* name. Confusing! Windows 8 comes with the new *Windows Defender* installed. It is automatically updated by Microsoft. (Beginner)

Microsoft Safety Scanner *Microsoft Safety Scanner* is a standalone application. Download it from Microsoft and run it. Do not download it from any other web site. Be certain that you select the version, 32-bit or 64-bit, that matches your computer. This

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ing the true account owner from logging in."

Although the response specifically pertains to American Airlines, the approach should apply to any unsolicited or unexpected email.

PC Tuneups If you missed the last Computer Club meeting on PC tune-ups or if you want to watch the video again or read the script used to prepare the video tutorial, the video and script are available on the PCs in the Computer Labs at Lakes Manor and Manor North and in the Spring Run Computer Lounge. The script will also be available on Information Central (the Computer Club icon on the Kiosk Home Page) when that information is accessi-

ble.

Thank You For Volunteering My thanks to all of you who volunteer your time and knowledge to help other Residents. We need more volunteers! •

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software is constantly updated, therefore Microsoft warns users to download a new version if the downloaded version is more than 10 days old.

(Beginner)

Microsoft Windows Defender Offline Microsoft also offers one tool that runs on an inert hard drive – which means that Windows is not running on that hard drive. That’s important because sophisticated malware is good at hiding itself on a computer by changing information about itself so that it either appears to be an innocent software package or it does not appear to the user at all. *Windows Defender Offline* looks like *Microsoft Security Essentials* (or *Windows 8 Windows Defender*) and operates similarly. It must be downloaded – again use only the Microsoft web site for downloads.

Windows Defender Offline contains the capability to burn itself to a blank CD or DVD, or to an empty USB drive; there is no need for another application for burning. Use a CD+R, CD-R, DVD+R or DVD-R blank disc (a new disc) choosing either –R or +R to match the CD/DVD drive on your computer. You can see your computer DVD/CD drive’s properties by clicking on the *Start* orb, right-clicking *Computer*, selecting *Properties*, selecting *Device Manager*, and clicking on the DVD/CD entry. If the entry states +RW then you may use either +R or –R discs. If it states +RW, use a +R disc and if it states –RW, use a –R disc.

Because *Windows Defender Offline* gets the latest update from Microsoft when it burns the media, the best choice is to use a USB drive, with at least 250MB capacity. Then it isn’t necessary to discard previous CD/DVD discs and use new discs. Instead, the USB drive will be updated by *Windows Defender Offline* and you may then use the latest data from Microsoft to scan the drives.

Once the computer has been restarted, you’ll see *Windows Defender Offline* displayed. It looks just

like *Microsoft Security Essentials*. When it completes loading into memory, it will start a Quick Scan automatically and report any infections found and removed. You may then run a Full Scan or Custom Scan if you wish. (Beginner to Intermediate)

Other Applications There are many other applications described by Fred Langa. The free applications that I would choose because I think they are especially good are *Kaspersky Rescue Disk* and *F-Secure Rescue CD*. These applications are produced by highly regarded organizations in the computer security field. Their products work with either CD or USB drives. However, the instructions to download, install, and execute these applications are not simple. Google either “Kaspersky Rescue Disk” or “F-Secure Rescue CD”. Then follow the instructions. (Advanced!)

Fred Langa also describes the free and non-free *Malwarebytes’ Antimalware* versions. I think the non-free version, *Malwarebytes’ Antimalware Pro*, is highly worth the price and recommend it above the free version. The cost is \$25 for a lifetime license for the Pro version. The Pro version updates itself daily. It also monitors all activity and immediately alerts the user of activity that threatens the computer. The free version must be manually updated. Also, it must be manually started to scan the computer to determine if any malware exists on the computer. (Beginner)

I use *Microsoft Security Essentials* and *Malwarebytes’ Antimalware Pro* for malware protection on all my computers that run Windows. I ensure that the Windows firewalls are turned on. I also ensure that my router does not enable UPnP (Universal Plug and Play). I’ve written about these previously.

I haven’t routinely used any offline software packages to detect and remove malware but I will. I really like the fact that every time you run the *Windows Defender Offline* downloaded executable it will update your USB drive to the latest Microsoft signatures. •

The Equipment Corner by Ed Dahrsnin

Refurbished Systems The following refurbished systems are available:

#300: Dell Dimension 2350, tower, Windows XP Home SP3, 1.80 GHz Intel Pentium 4, 90.57 GB Free Space, 512 MB RAM, HP DeskJet 6940 Printer

#307: Dell Dimension 3000, tower, Windows XP Home SP3, 2.80 GHz Intel Pentium 4, 52.91 GB Free Space, 2046 MB RAM, HP DeskJet 5600 Series Printer

#310: Compaq-SR1638NX, tower, Xubuntu, 2.20 GHz AMD Athlon 64, 126.85 GB Free Space, 960 MB RAM, Epson 740i Printer

#311: Compaq-SR1601NX, tower, Windows XP Home SP3

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 JoAnne Phillips 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: Ralph Beedle

Secretary: Joan Burks

Treasurer: Dick Dressel

Community Representatives

Manor: Larry Gallagher

Manor North: Lee Wermuth

Lakes: Gene Simasek

Committee Chairpersons

Program: Ralph Beedle

Training: Wayne Barner

Equipment: Ed Dahrsnin

Technical Support: Tony Poulos

Website: Sid Paskowitz

Publicity: Wally Gordon

Newsletter: Al Williams

Mac Interest Group:

Computer Room Coordinators:

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 atwilliams136@gmail.com