Volume 17, Issue 2

March 2016

The Computer Club At Willow Valley

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The President's Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 572 paid members including 324 who have signed up as Lifetime members. Please make sure your email address is correct on Club records so we can send you important emails. *Those emails only go to Computer Club members for whom we have a good email address*. Please let our Treasurer, Charlie Trumbo, know if your email address has changed or if you don't get a future Newsletter.

Several weeks ago, we sent dues renewal reminder letters to Computer Club members whose membership expires in 2016. If you received one of those letters and have not responded, please help reduce our workload and costs by responding. If we have not received your response by March 1st, we will be sending notifications that your membership has expired.

Resident Kiosks As I notified Club members recently via email, we experienced a problem with Resident Computer Kiosks where the Kiosk units did not clear email accounts when the Kiosk units were Restarted, as we have recommended. If a Kiosk unit does not clear its memory when it is Restarted, it is at risk of malicious software (malware) infection. Please remember to Restart a Kiosk unit at the beginning and end of each Kiosk session so your work is not at risk from prior users and your use does not put your own data or future users at risk. Willow Valley I.T. has put software on the Kiosk units to fix the problem, and Restart does take a little time to run, so please be patient. As is the case with any software, things can happen, so if you encounter a situation where you note an email address or other unexpected display after Restarting a Kiosk unit, don't use that Kiosk unit. Send me an email at wvcomputerclub@gmail.com and let me know which Kiosk unit has the problem so I can inform I.T.

I am hoping that at some time in the next few months the displays on the Kiosk units will become reasonably uniform throughout Willow Valley Communities and I will be able to demonstrate Kiosk use. My plan is to bring a Kiosk unit to each of the Community auditoriums and show what they are capable of doing and how to use them. Stay tuned.

Nominating Committee The Nominating Committee members for this year's election of Computer Club officers are Wally Gordon, Spring Run, Chairperson; Gene Simasek, Lakes Manor; and Peter Scott, Providence Park. Contact them if you would like to be an officer of the Computer Club. Their nominees will be

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Coming Programs

March 3 **In the Education Room**
William Aspire, Aspire Ventures
Internet of Things

April 7
Steve Lynn, Ralph Beedle, Ron Dillon, and Sid Paskowitz, Residents
Apps Panel—The Most Valuable Apps for Handheld Devices

May 5 **In the Education Room**
Peter Scott, Resident
Medical Imaging

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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announced at the March Computer Club meeting. Elections will be held at the April meeting.

Replacing a Computer? As a follow-up to Tony's presentation, PC owners are reminded that they can receive the best help if they use software that is familiar to other Residents who volunteer to provide technical assistance. Recommended applications are CCleaner, Malwarebytes, Defraggler and Windows Defender (or Windows Security Essentials). We recognize there are alternatives; however, problems are more quickly diagnosed and repaired when the applications running on the PC are familiar to the helper.

Classes We know we need more classes on computer-related topics and we are looking for instructors who can teach those classes. If you can help other Residents with topics such as Word, Wordpad, Notepad, browsers, email, etc., please send me an email at wvcomputerclub@gmail.com. We need your help.

Windows 10 At the January 7th Computer Club meeting I presented a Windows 10 Installation Tutorial Video that I believe can be helpful for those considering Windows 10 installation or who have already installed Windows 10. That video can be viewed at http://www.screencast.com/t/AsvqjkzVlo (if you can't click on this link, you may want to copy and paste this link into your browser's address box or click on the link in Information Central). A number of Residents have already installed Windows 10. My position on installing Windows 10 now is that it is an individual decision. Tony Poulos recommends waiting until May or June. The deadline for a free upgrade from Windows 7 or Windows 8.1 to Windows 10 is late July. We are seeing continuing efforts by Microsoft to

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"encourage" users to upgrade to Windows 10. I suspect those efforts will become stronger as July approaches. As a related matter, if you get a new PC, there is no question about getting Windows 10. Get it.

Microsoft is doing some interesting things with Windows 10 Mobile for use on smart phones. They are being selective on which devices are getting the first release of Windows 10 Mobile and they are bypassing phone service providers in sending the upgrade directly to devices. If Microsoft continues with that approach, updates to mobile devices will become similar to updates for PCs. That approach also confirms that Microsoft can identify and target individual devices for receiving software updates.

MAC SIG Steve Lynn, head of the Mac SIG group, is looking for suggestions as to how the Computer Club can support Mac users. If you have ideas that can help Steve formulate a plan for supporting Mac users, please send them to him at slynner14@wvrcresident.com. Information Central has been modified based on Steve's recommendations. In the center column of Information Central is a feature called *MAC Users Corner*. It contains information applicable to Apple computers. Let Steve know if you have suggestions for other beneficial information links that might be added to the MAC Users Corner.

Inventory of Experts We have discontinued the Expertise Inventory in Information Central and have replaced it with a period for questions and answers after regular Computer Club meetings.

Recycling Ed Dahrsnin and his team are accepting working computers and components for recycling, but no CRT monitors or printers. Let Ed know if you would like to help recycle computers. Ed and his team meet on Monday afternoons at Manor North. Working in the recycling effort may also help you deal with your own computer when you have problems. Thanks to Ed and his team, the Computer Club has given 135 computer systems to the Lampeter-Strasburg School District for families that cannot afford a computer for their students and two laptops to the Hand Middle School in Lancaster for their Science classroom.

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

Would you like to read or write about a topic?

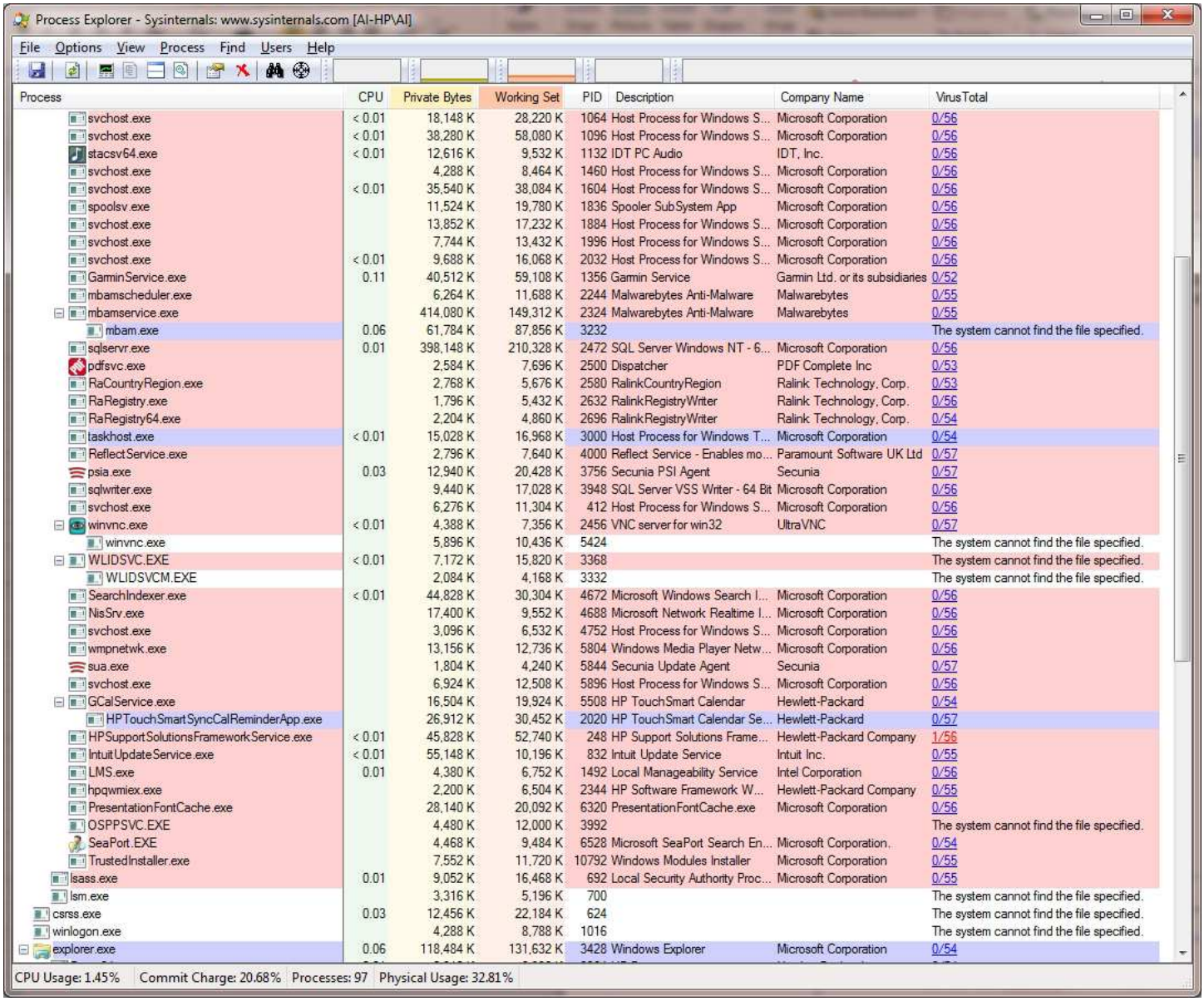
Contact Sid Paskowitz or Al Williams

Additional Recommended Way to Identify Malware by Al Williams

The Computer Club currently recommends the paid version of Malwarebytes to continuously identify and remove malware on Windows PCs. The Club also recommends Windows Defender on the newer versions of Windows and Microsoft Essentials on older versions.

The Club is expanding its recommendations to include Microsoft's Process Explorer. This application audits all software that is currently running on your Windows PC. It reports any software that is, or is thought to be, malicious. Process Explorer is available at no cost.

This method of identifying malware does require a capability to download and install software on your computer or on a USB drive. Many of you have done that but for those that haven't it may be best not to attempt the below procedure.



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Additional Recommended Way to Identify Malware

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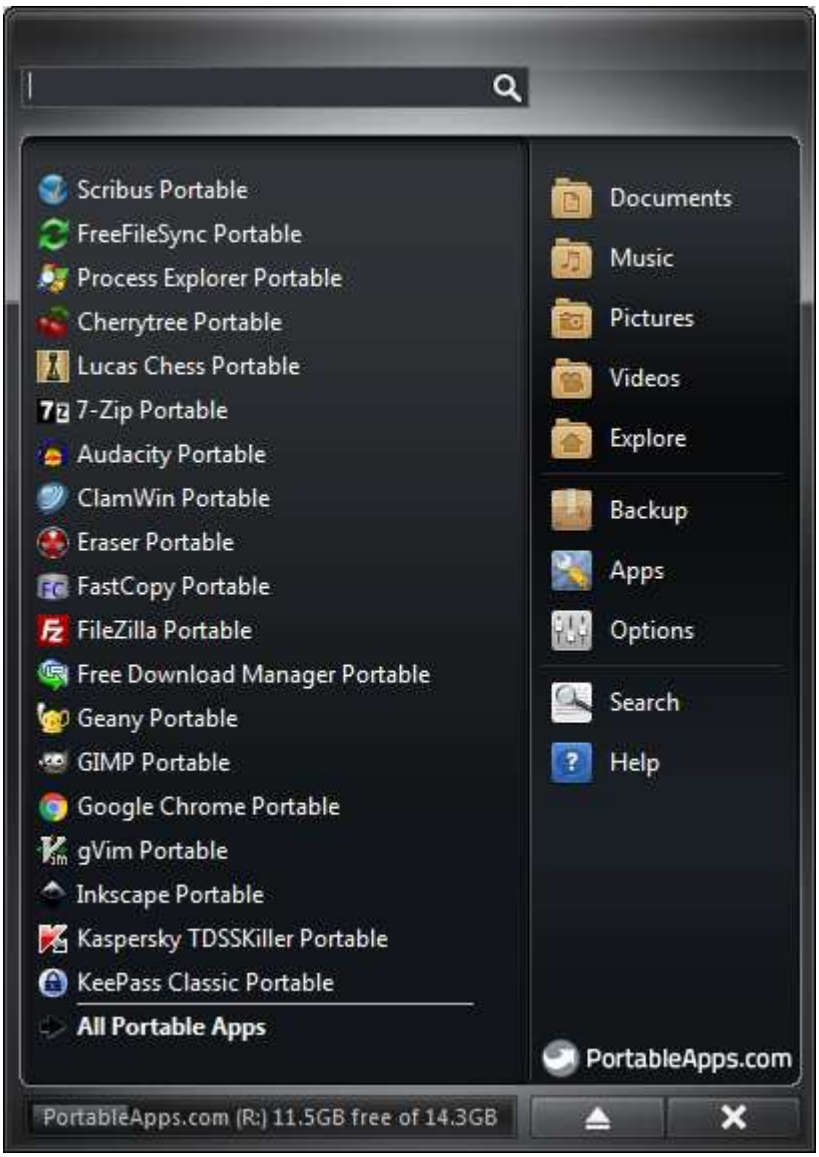
Process Explorer submits information about each and every piece of software that is running on your PC to manufacturers of anti-virus software. Currently that information is submitted to 57 different manufacturers. Process Explorer reports the results in a xx/yy format such as 0/57, 1/54, etc. These results, in sequence, mean that 57 manufacturers knew about the software and none of them had identified the software as malicious. 1/54 means that 54 manufacturers know about the software and one of the manufacturers believe that the software is malicious. See the figure on the previous page for an example.



Manufacturers of anti-virus software do not always correctly identify malicious software. In the example above, the 1/54 indicates that the one manufacturer is very likely wrong in its identification. When that is so, it is called a false positive, which means that the software may be safely ignored. You'll see in the figure on the previous page there is an entry in red stating 1/54. One manufacturer identified that software as malicious. In this case it is software from HP and it is not malicious.

There are two ways to obtain Process Explorer. It may be downloaded from https://technet.microsoft.com/en-us/sysinternals/processexplorer.aspx

Once downloaded, double click the downloaded file to begin installation. When installation is complete, start Process Explorer, select the Options selection in the Menu bar, select VirusTotal.com in the drop down menu, and then select Check VirusTotal.com. After a short wait, information about all running software will be displayed.

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Additional Recommended Way to Identify Malware

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The second way to obtain Process Explorer is to add it to your PortableApps USB drive. The significant advantages to this approach are that your computer is not modified by any installed software and you can take your USB drive to another computer to check it for malware. To obtain PortableApps, go to portableapps.com (no www or http or https prefixes). Download the current version of PortableApps from that web page. Double-click the downloaded executable and follow the detailed step by step instructions to put PortableApps on your USB drive.

After PortableApps is installed on your USB drive, Start PortableApps and you will see a window like one on the previous page. Your PortableApps window will look different because I have changed the color and theme of my installation of PortableApps. Also, I have installed many of the available apps.

To add Process Explorer to your PortableApps, click on the Apps button in the open PortableApps window. Then, click Get More Apps… In the drop down window that appears, click on By Title. In the new window, Portable App Directory, scroll down to Process Explorer and check the box next to it. Then, click Next at the bottom of the window. The Process Explorer will be downloaded and installed. Click Finish. Start PortableApps.

The apps are listed in alphabetical sequence but as you use apps they are promoted to the top of the list. In my case, Scribus, FreeFileSync and Process Explorer are frequently used apps.

Find Process Explorer and click on it. Then click on the Options selection in the Menu bar, select VirusTotal.com in the drop down menu, and then select Check VirusTotal.com. After a short wait, information about all running software will be displayed as seen in the first figure in this article.

Note that Process Explorer only identifies malware that is running. You still need Malwarebytes and Windows Defender or Microsoft Essentials to identify malicious software that is installed on your software and not running.

Malwarebytes and Windows Defender or Microsoft Essentials identify and remove the vast majority of malware but not all. If Process Explorer identifies malware on your computer—not a false positive—then contact Sid Paskowitz, Tony Poulos, or Al Williams for help in removing the malware. •

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Contact Sid Paskowitz or Al Williams

The Equipment Corner by Ed Dahrsnin

Refurbished Systems

System 439: HP Pavilion Slimline s5610f, Windows 7

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 continue to accept printer cartridges and laptop computers *with* power adapters. We no longer accept printers. Bring the items to Manor North's recycle closet on the fifth floor of 'J' building on Monday only, from 1pm to 1:30pm. •

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 wvcomputerclub@gmail.com •

The Leadership

Officers

President: Sid Paskowitz

Vice President: Bob Scala

Secretary: Marge Schmieder

Treasurer: Charlie Trumbo

Community Representatives

Manor: Larry Gallagher

Manor North: JoAnne Phillips

Lakes: Gene Simasek

Providence Park: Peter Scott

Committee Chairpersons

Program: Bob Scala

Training: Ralph Beedle

Equipment: Ed Dahrsnin

Technical Support: Tony Poulos

Website: Sid Paskowitz

Publicity: Wally Gordon

Newsletter: Al Williams

Mac Interest Group: Steve Lynn

Computer Room Coordinators:
Gene Simasek Lee Wermuth

Microsoft Liaison: Ed Dahrsnin

Past Presidents

Larry Gallagher

Reviewer Acknowledgment

The following individual kindly reviewed this issue:

Sid Paskowitz

Tony Poulos

Thank you,

Al Williams

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

Al Williams at atwilliams136@gmail.com