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#### **IN THIS ISSUE**

Deals Column, by Bob (The Cheapskate) Click	3
What Does a Cache Do for a Computer, by Brian K. Lewis, PH.D	6
"Suddenly" Part 2, by Charles W. Davis	9
Importance of Backups, by Gene Barlow	13
Managing Device Drivers, by Vinny La Bash	15
Wozniak Speaker at MacGroup-Detroit's 20th Anniversary	17
l Buntu, Ubuntu, We all Buntu, by Dan Hanson	17
Board Meeting Minutes, by Warner Mach	18
APCUG Request, by Bill James	18
SIGs: IBM, IBM Intermediate, Advanced, & Novice IBM Group	19
DATA BUS Deadline	19
CALENDAR-OF-EVENTS of other computer groups	20
Computer Resource People	21
SEMCO CALENDAR—August/September	22
Map and Directions to SEMCO Meeting at ArvinMeritor Building	. 23

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#### **DEALS COLUMN**

from the DealsGuy Greater Orlando Computer UG by Bob "The Cheapskate" Click

month Ι published announcement for a product that could copy DVDs. We included what we found about downloading an additional product that was necessary to accomplish certain tasks, and I was accused of encouraging illegal activities. Maybe I should have worded it differently, but the fact is, I simply published the announcement for a free product, along with our findings, and made the information available so an editor, or reader, could use it, or not use it, however they wished. I had two complaints (from the same UG) and that group chose not to make the column available to their members, which is their choice. This is not an apology because there has been tremendous interest in such products; I simply reported the facts and people are responsible for their own actions. I have read a number of articles in UG newsletters containing opinions concerning the law and the tactics of publishing companies. By the way, since last month's column, ShrinkTo5's product pricing and lineup have changed.

There are also those who would argue that a gun shop encourages murder, and I could use other similar issues that might be said to imply illegal activity. Recently I published an announcement for a product that recovers passwords. That could also be used for an illegal activity if used on a stolen computer. With all the write-ups and notoriety about new and controversial copyright laws, I

wouldn't even try to explain the legalities of anything. Is it legal, or illegal to make a backup copy? Do you know for sure? Also, ShrinkTo5 has other uses and we did not include a link for Machinist2.dll. My proof reader suggested that car companies must encourage a long list of illegal activities, including manslaughter, since they sell cars that can do such things.

Actually, I am not a fan of publishing companies' tactics and the UCITA or DCMA laws. If those officials have their way, you would not be able to give, or even lend, anything published after you have read or listened to it. From what I read, they want all used book stores shut down as well as all libraries, and you would even be arrested if you were caught lending, or giving, a book or CD to a friend. Who knows where it all might end when it comes to the pockets of some corporate bigwigs. However, I have no interest in any of this copying stuff. I have no time and have not bought a music CD in years, nor do I rent videos or go to a movie. The performers and executives involved with that industry are grossly overpaid, but they don't make any money from me. I don't watch much TV now, but if they keep adding commercials, I'll shut that off too. While I'm on my soapbox; if I am paying for cable TV, why should I have to put up with all those commercials? People are much too tolerant of being taken advantage of, and about what they are paying for.

#### Do Your Homework

The announcements below have been edited to shorten them so be sure to check their Web sites for better information. Remember, I have not tried any of these and have no knowledge about their reliability.

Check That Malware, And For Free! Put an end to all types of Malware, at no cost: The a-squared Web Malware Scanner 2.0 hunts undesired Spyware modules and dangerous Trojans, Backdoors, Keyloggers, Worms, Dialers, Rootkits, Hacking Tools, Riskware and TrackingCookies; all from within the Web browser and no software must be installed. All users having Internet Explorer and a fast Internet connection, such as DSL, can make optimum use of the scanner.

The a-squared Web Malware Scanner 2.0 uses over 350,000 signatures and an ingenious heuristic algorithm for detecting pests on the local computer, and this scanner can be used directly from the Web browser. The user can choose from four different scan functions depending on the time available for a scan. The quick test provides rapid results, while a detailed analysis of the entire computer can take a while. A Riskware recognition system can also be enabled that informs the user of programs that are usually harmless, but are often used by Malware for specific tasks. There is also a paid version that they recommend as quicker and better with a 30-day free trial.

a-squared Web Malware Scanner 2.0: <a href="http://malwarescan.emsisoft.com">http://malwarescan.emsisoft.com</a>

a-squared Anti-Malware: <<u>http://www.emsisoft.com/en/software/personal</u>>

Product details Malware-IDS: < <a href="http://www.emsisoft.com/en/software/ids">http://www.emsisoft.com/en/software/ids</a>>

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#### Let's Compare Data

zsCompare allows users to efficiently synchronize computers, backup data, compare different versions of files, verify that CDs have been copied correctly, manage Zip files, review changes to source code, and more. Users can easily run comparisons on local directories, networked computers, or removable media, such as CDs, DVDs, and flash drives.

zsCompare 3.0 adds many new file and freeform text comparison features, including the ability to compare text from Microsoft Word documents and PDF documents. Also, zsCompare provides additional control over how the comparison is performed with predefined options for common comparisons. Finally, the new version of zsCompare permits direct editing of the contents of a file from the results. zsCompare 3.0 operates on Windows, Mac OS X, and Linux. It runs on the Java platform, a copy of which is included with the zsCompare installation. zsCompare 3.0 is available in three editions: Professional (\$199.95), Standard (\$99.95), and Lite (\$35.00). For a 20% discount, my readers should enter the coupon code "DealsGuy" when purchasing a license at <a href="https://www.zizasoft.com/store/">https://www.zizasoft.com/store/</a> order.shtml>. The Lite Edition contains basic comparison and synchronization functionality. With the Lite Edition, users can compare directories, zip files, text files, and freeform text. All versions include free lifetime upgrades and free technical support.

More information, including a complete list of enhancements and a fully functional 30 day trial version, is available at <a href="http://www.zizasoft.com/products/zsCompare/index.shtml">http://www.zizasoft.com/products/zsCompare/index.shtml</a>>.

Sales: <<u>sales@zizasoft.com</u>> Telephone: 1 (303) 638-9235 Fax: 1 (720) 862-2089

### The Arnold Schwarzenegger Of Windows?

Tame Windows with Actual Window Manager 4.01. Microsoft Windows is the most widely used operating system today and its window architecture is a brilliant invention. However, this architecture comes with a bit of baggage and a degree of frustration, especially when you work with several windows simultaneously. With many applications open at once Windows becomes heavily cluttered, which in turn cuts down on your computational productivity. The more windows you open, the more time you spend to manage them and less focus is on the job. Monotonous clicking, window clutter in the taskbar, switching between windows, their positioning and resizing may double and even triple the time you need to concentrate on your job.

Actual Window Manager adds its buttons to each window in your system and allows you to navigate them in new ways. Instead of the taskbar, you will be able to minimize windows to the task tray or to the edge of the desktop, or roll them up or unroll, like blinds. If you need to multitask in several applications at once, you can simply pin all necessary windows on top without the need to bring up each one several times a day. In fact, you have over 40 other controls to automate routines related to windows. You can

apply a predefined level of transparency to any window, automate positioning of windows, resize them and change priority from the title bar menu and more.

Over 450 suggestions were carefully considered and reflected in a more intuitive user interface. The customization of options has become much simpler, and the choice of options wider. In addition to subtle customization abilities, the program has a list of presets for most popular applications that allow you to use Actual Window Manager in the "install-and-go" style.

Read the complete description of features at <a href="http://www.ActualTools.com/windowmanager/">http://www.ActualTools.com/windowmanager/</a>

Download a no-cost evaluation copy from <a href="http://www.ActualTools.com/files/aimsetup.exe">http://www.ActualTools.com/files/aimsetup.exe</a>

Pricing and Availability

Actual Window Manager 4.0 runs under all Windows platforms and costs \$39.95 (USD) for a single-user license. Registered customers are entitled to the unlimited functionality, free updates and lifetime technical support. Additional information on Actual Window Manager, a collection of tutorial articles and success stories, as well as a 60-day evaluation copy is available from <http://www. ActualTools.com/>. UG members should visit our User Groups Support page <http://www.actualtools.com/ usergroups/> and click the "Get 20% discount" Link, then follow the instructions.

E-mail: < info@actualtools.com>

That's it for this month. Meet me here again next month if your editor permits. This column is written to make user group members aware of special offers or freebies I have found or arranged, and my comments should not be interpreted to encourage, or discourage, the purchase of any products, no matter how enthused I might sound. Bob (The Cheapskate) Click <br/>
bobclick@mindspring.com>. Visit my Web site at <<a href="http://www.dealsguy.com">http://www.dealsguy.com</a>

#### What Does a Cache Do For a Computer? By Brian K. Lewis, Ph.D., Member Sarasota PCUG, Florida

#### www.spcug.org

A cache (pronounced "cash") is a form of memory storage that generally operates faster than RAM memory or the time required to access a hard drive. The cache is smaller, faster memory that stores copies of the data from the most frequently used memory locations. Computer processors (CPUs) utilize both internal and external caches. You will also find references in the specifications of hard drives, CD & DVD drives, to caches of various sizes. In order to see how these caches benefit computer operations we'll look at the operation of the internal caches on CPUs.

Before looking at the cache function, you need to have some understanding of the architecture of a CPU. Much of the internal structure of a CPU is composed of registers that hold small bits of information and also can be used in manipulating information. As one example, the Intel Pentium 4 processors have 128 registers. Some registers hold

instructions, others hold data, others have memory addresses and others are arithmetic manipulators. The instructions are found in the program code and they tell the processor what to do with the data. The processor loads instructions from memory and then loads data that is manipulated based on the instructions. So the registers hold data to be processed, the results of calculations, or addresses pointing to the location of other data. The processor can act data in registers almost instantaneously. However, the registers are far too small to hold all data required. Instead, instructions and data have to be read from or written to RAM.

If the program code were always loaded directly from memory and all the data were written directly back to memory and then to the hard drive, the overall process would be quite slow compared to what we normally see. It is the use of caches that greatly speeds up the total process so the processor isn't stalled waiting for either instructions or data. The fastest cache is the one that is part of the processor and is referred to as the L1 cache. It can operate at the same speed as the processor. So if you have a 30-gigahertz (GHz) CPU, the L1 cache also operates at 30 GHz. Thus data can be accessed in one clock cycle. This cache is generally 128 kilobytes (KB) in size or smaller, although the Pentium 4 has an internal cache of 16 KB plus an internal Trace cache of 150 KB.

The following diagram displays the relative relationship of the RAM memory and the components of the caches in the CPU body:

#### **RAM Memory**

L2 Memory Cache
L1 Instruction Cache
Fetch Unit
Decode Unit
Execution Unit
L1 Memory Cache

The components within the box run at the same rate as the internal CPU clock.

The next cache in distance from the processor is the L2 cache. In older CPUs this was totally external to the processor. In most cases, the L2 cache is now integrated on the CPU chip. The data path in these processors is 256 bits wide allowing for the transfer of more bits per clock cycle than the older processors that had 64 or 128 bit paths. The data path between the CPU and the external RAM is usually 64 bits or 128 bits wide. In a system with an 800 MHz bus, the real clock rate is 200 MHz, but transfer occurs in 4 blocks per clock cycle. This gives an effective transfer rate of 800 MHz or 6.4 GB/second. Still considerably slower than the transfer rate within the CPU.

The theory of using caches is that instructions and data in the cache will be the next set of information requested by the CPU for processing. If the requested information is in either the L1 or L2 cache, it will not be necessary to go to RAM. Thus it can be accessed at the internal clock rate. If it is present, it is referred to as a "hit"; otherwise it is a "miss." (Logical, right?) Now, the bigger the memory cache, the better the chances of finding the data required by the CPU. However, there is a catch to this. The bigger the cache, the more time that is required to find the data. This is referred to as the "latency" time. In an ideal setup you would have a single cache with a high hit rate and a low latency. This is very difficult to

achieve in practice. Consequently, we have two caches, a small one with low latency and lower hit rate combined with a large cache with higher hit rate and high latency.

Now that we've reviewed the architecture, we need to see how all this works. Let's start with the Fetch unit that is used to load information from memory on demand from the processor. It first checks the caches to see if the required instructions or data are there. If not, it will load the information from system RAM. This information is then passed to the Decode unit. Note that when I refer to information it can either be instructions or data.

If the information is a program instruction, the Decode unit will figure out what that particular instruction does. It does that by consulting a ROM memory, called microcode, that exists inside the CPU. Each instruction that a given CPU understands has its own microcode. The microcode will "teach" the CPU what to do. It is like a step-bystep guide to every instruction. If the instruction loaded is, for example, add a+b, its microcode will tell the decode unit that it needs two parameters, a and b. The Decode unit will then request the Fetch unit to grab the data present in the next two memory positions, which fit the values for a and b. After the Decode unit has "translated" the instruction and grabbed all the data required to execute the instruction, it will pass the data and the "step-by-step cookbook" on how to execute that instruction to the Execute unit. There is an exception to this in the newest Pentium 4 processors. In these processors the L1 Instruction Cache has been relocated to after the Decode unit. It now contains the translated

instructions and is referred to as the Trace cache.

The Execute unit will finally execute the instruction. On modern CPUs you will find more than one execution unit working in parallel. This is done in order to increase the processor performance. For example, a Pentium 4 CPU with six execution units can execute six instructions per clock cycle. In theory it could achieve the same performance as six processors with just one execution unit. After the processing is over, the result is sent to the L1 Memory cache. From there it can be written to RAM or sent elsewhere.

Modern processors have another feature called the "pipeline." This is the capability of having several different instructions at different stages of processing in the CPU at the same time. On Pentium III processors the pipeline was 11 stages—each a unit of the CPU. The latest Pentium 4 processors have 31 stages. With the greater number of stages, fewer transistors are required per stage, resulting in a higher clock rate. O.K, so what's the value of stages in the pipeline? After the Fetch unit sends an instruction for decoding, it grabs the next instruction. This can be sent on as soon as the first instruction is sent to the Execution unit. If an instruction has to be processed by all 11 (or 31) stages, it takes the most time, while other instructions might require fewer stages. Only when the first instruction is finished processing can it be sent out, but others that required processing by fewer stages might immediately follow. The consequence of this is that multiple instructions can be processed simultaneously. This greatly increases the overall processing throughput.

Other caches found in computers are not associated with the processor. One such type of cache that you use frequently, probably without being aware of it, is the web page cache managed by your web browser. When you visit a web page, it is downloaded to your computer. If you visit that same page within a few days, your browser pulls the page from its temporary cache, compares it with the current page on the web server and updates only the changed portions. This speeds up the appearance of the page on your computer. For example, my home page is Yahoo.com. The major part of this page doesn't change from day to day, so the downloading of the page is limited to those parts that have actually changed. This allows the page to appear on my screen quite rapidly.

So in CPU processing, the use of caches has greatly increased the speed of data handling. The same is true of caches used elsewhere in the computer. In all cases they are short-time storage of information. Luckily, you don't have to have a complete understanding of caches to use your computer. Let the computer do the work!

Dr. Lewis is a former university & medical school professor. He has been working with personal computers for more than thirty years. He can be reached via e-mail: <a href="mailto:bwsail at yahoo.com">bwsail at yahoo.com</a>.

There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

# "SUDDENLY..." OR "I DIDN'T DO ANYTHING!" Part 2

Or—a month's log of a
SCA Computer Club
"house call" doctor.
By Charles W. Davis
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These first two paragraphs are a repeat of the introduction to Part 1 of this article. In working to help Club members and others with their computer problems during the Thursday morning Computer Talk sessions, or more often when making "house calls," I often hear strange tales that usually involve acts of some gremlin like creature. However, gremlins are more closely related to mechanical problems in aircraft.

Generally the caller's comments start with "all of a sudden" or "suddenly" and end with "I didn't' do anything." I can only surmise that it was probably one of cartoonist Bill Keane's ghostly imps "Not Me." "Nobody" or even "Ida Know."

#### A very frequent "Suddenly"

Quite frequently, I get a call and the party on the other end is complaining about the fact that suddenly there are small dashes between words accompanied with the backward "P." I kind of like this one, as I can generally "fix" it over the phone. This one is usually caused by the imp "Nobody." "Nobody" placed the pointer on the Show/Hide icon on the Office Word tool bar. Holding Ctrl+Shift+8 will turn

the display of non-printing characters on, do it again to turn them off. Note that "shift + 8" is the \*.

Naturally, in MS Office Publisher the keyboard short cut is Ctrl+Shift+Y.

By the way, that backward "P" is called a pilcrow. For a complete rundown of funny dots and arrows, see: <a href="http://word.mvps.org/FAQs/Formatting/NonPrintChars.htm">http://word.mvps.org/FAQs/Formatting/NonPrintChars.htm</a>

#### "Suddenly" I can't print!

This call came in late in the afternoon. A member had changed his printer cartridge and could no longer print. He could no longer receive e-mail messages. To my surprise, there was no task bar visible on the desktop! He had been without a means of normal shutdown for weeks! After installing 23 critical updates to his Windows 98 SE system, the task bar was still not visible. However, the printer was now back in working condition.

Now was time to address the e-mail problem. He showed me an article he had clipped from the Las Vegas Review-Journal by the syndicated columnist James Coates. The article revolved around a question submitted by a customer of Comcast, an Internet Service Provider. James walked the reader through the steps to properly set up Outlook Express for the Comcast e-mail account. Unfortunately, our club member had followed the instructions completely and therefore attempted to access Comcast's e-mail server. "Suddenly" incoming e-mail messages had ceased to arrive. I reset the account to the member's Cox Communications server. Messages were now arriving as desired.

Following a phone call and suggestions from another trouble shooter ("Silly," he said, "Hit the start

key!") the task bar was located hiding off to the right of the screen! I started to drag it to the bottom of the screen and the thing snapped up to the top of the screen. I started to drag it to the bottom, but he didn't want it moved! Suddenly, he is back in the retiree business! "Ida Know" had clearly been involved here. The evening was warm and clear with a view of the sparkling lights of the Las Vegas Strip in the distance as my Miata carried me and the \$20 check home.

My Miata has sat in the sun with the top down for many hours each day for the past six years. One morning I made a trip to a shop to have the interior panels on both doors replaced. While I was gone, two members called and one explained to Vickie that he had four Word files that when opened immediately shut down word. The other told Vickie that he had major computer problems and it was probably ready for burial.

In the first instance, "Ida Know" was definitely involved. Big time! Norton Antivirus hadn't been updated since 2002! I downloaded the free AVG Antivirus, uninstalled Norton Antivirus via Control Panel's Add/Remove function. I installed AVG, after the Roxio update as mentioned earlier, then updated AVG and scanned for viruses. None! I downloaded and installed AdAware SE Personal and scanned. AdAware found 335 malware programs that were removed. Still, it didn't fix Word.

During the scans, which seemed to take forever, the lady of the house was distraught over the loss of her Quicken backup data. She thought that she had backed up to a new USB Flash memory drive prior to buying her new computer. I opened the My Computer folder, double clicked on the USB drive, located the Quicken file, and double clicked on it. Quicken opened and her checking balances were as expected. I renamed the USB Flash Memory drive to her name. Hoping to avoid future trips to her home, I had her practice the routine several times.

The above scans were now complete.

I returned to his computer and I chose Detect & Repair from Word's Help drop down menu. Following this repair function, things were still the same. I finally opened one of the documents and immediately chose "Save As" from the File drop down menu. I changed the file name by one digit and closed. I reopened the newly saved document and Word remained open. I followed the same procedure on the others with success in each case! Why? "Ida Know."

By this time, I was late to the second appointment. Earlier, I had tried to call, but got an answering machine. I left the message that I was running late and would be there soon. I had called the wrong number, and I have wondered whether the unknown party was still waiting. I collected the \$20 donation check and departed.

On arrival at the second destination, the member had meticulously written down the steps that led to his problem, and more important, the steps that he had attempted to resolve the issue. I listened to all the steps as he read from the sheet of paper. Then he explained that the screen went haywire when Windows XP booted up, and the system crashed. It seemed that the problems started with the installation of eight Windows updates that he had

downloaded on a dialup connection. "Ida Know" was definitely involved here, as I have not heard of any Critical update causing this reaction. On rebooting, he received several messages that indicated some drivers were back level. He couldn't access the Internet via his Earthlink access. The Earthlink Tech Rep had told him to install some drivers from the Dell CD that came with the computer. Big mistake! I looked at the CD and it was for Windows 98! This member was running Windows XP with SP2 installed.

I started the system in Safe mode and went to a System Restore point that preceded the first of the steps that he had outlined.

He was now back in business—well, as much in business as any of us retirees.

His wife wrote the \$20 check and I arrived home on a Friday evening just in time for our cocktail hour.

#### **Desperate Housewife**

A desperate housewife called and let me know that she needed some help with her computer. AOL had "Suddenly" gone berserk! What's new? I thought. My Miata soon delivered me to her driveway in Ridgecrest Village.

AOL was unresponsive. When opening, a message would appear stating that a file was not a Windows image. OK, so what? I finally uninstalled AOL and using the installation disk re-installed it. Same message, but we did manage to open an e-mail message and print a picture taken at her first great-grandson's first birthday.

I soon found that Norton's subscription had expired some 14 months before! Next order of business

was to uninstall Norton's Anti-virus and then download the free AVG Antivirus. Following the start of the download, I read that it would take approximately three hours on the dial-up connection.

I asked her to install the program upon completion of the download and left. Later that day, a power glitch hit and I lost my next issue of the Anthem Compendium.

There is no auto-save function in FrontPage.

Two days later the desperate one called again and said nothing had worked. Sure enough, that power glitch had shut the download off. Further, it was corrupted. Once again, I started the download and went home for lunch. On my return, there were still a few minutes to wait. AVG Antivirus was successfully installed.

Now, I had to address her problem with AOL, the same message as before, and it would not respond when one clicked on the mail icon. Yet the Windows Task Manager said it was running. Upon trying to close it using the Task Manager, one discovered an update being applied. Later, I would start to shut it down but, then it was downloading a program update. It had been months (years) since the CD had been produced so there were several updates to install.

I decided a different tack was needed. I did a search for a file with a .tol file extension and found three. On a subsequent restart of AOL, I noticed the one in trouble was in a "b" version.

I then opened Windows Explorer, plowed down through the C drive folders and located the three files. There were really three different versions of AOL installed. The un-install hadn't

uninstalled a thing! That proved to be the answer, as I simply copied the .tol file from one installation to the "b" folder. All is well in AOL land once again.

She made me take a second \$20 donation to the Club and I was soon back home writing this.

#### The parking lot approach!

Last week, as I walked from the Computer Club classroom to the parking lot, a lady called to me. She explained that one of our other "house call" volunteers had spent hours attempting to download and install a new version of Norton antivirus at \$59.99. It appeared to him to be a bad download as it kept saying something needed to be "fixed." After a while, he assumed that the download was corrupted and they called Symantec. After several hours with Tech support, they finally ordered a box copy mailed to the house, another \$59.99. She added that she had also bought a router as recommended and that needed to be installed.

The next morning at the Computer Club's "Computer Talk" session, I asked why he had not installed the free AVG Antivirus. He explained that the member was only doing as her late husband had instructed. 'Nuf said.

The next day, I called and made an appointment for Saturday. Since she lives only two blocks away, I walked. No one answered the bell. So, I returned home and about 45 minutes later, she called. I had been at the house next to hers! Another mutual time was arranged. On this day, the temperature was hovering around 100 degrees, so I drove the Miata. With the top down and the air conditioner on full blast, of course.

When I started her computer, the Norton product indicated a problem with a button to "fix it." I clicked on it and it started a system scan. After several minutes, that wasn't going to accomplish anything, so I stopped the scan and re-booted. Same routine! This time though, I decided that the programmers at Symantec thought the lack of a scan meant something needed "fixing" and Tech support didn't pick up on the lack of clarity in their message! Sure enough, when the scan was completed, the need for a fix went away.

I easily installed the router and then went online to the URL that Symantec had provided on the receipt and applied for a return of the boxed versions that had been mailed. No problem!

"Suddenly" or "not so suddenly" all of the incidents reported here are of a real concern to the Club members that called for assistance.

When you have a problem, contact your Computer Club's President. [SEMCO members should contact one of the "Computer Resource People" listed on page 19 of the DATA BUS. Ed.]

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There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

#### Why are Backups Important? By Gene Barlow User Group Relations

Copyrighted July 2006

Backing up your computer's main hard drive is the most important task every user needs to do on a regular basis. Still, I hear end-users say they have nothing of value on their computers, so they really don't need to do backups. This is not true. I hope this article will help you understand why backups are important to do.

Most users think that the display, keyboard, and computer box are the main parts of their computer system. While the computer hardware is important, the real heart and soul of your computer are the many files stored on the hard drive. These files are what make the hardware run and do useful tasks. Without them, your computer would be useless.

Your computer's hard drive contains two general types of files on it—program files and data files. It is very important that you backup both of these types of files, but you will want to back them up for different reasons.

Program files include your Windows operating system and all of the application programs you run on your computer. Without them, your computer would do nothing. If your hard drive should fail without a backup, then you would have to spend days or weeks reloading all of these program files on your hard drive. This is a lot of work and you may never get your computer to run again like it did before the hard drive failed.

Data files are the files you create using the programs on your computer.

These are the most important files you have on your computer. They are the e-mail messages you send, the documents you write, the financial records you keep, your digital photographs and music files. So, when your hard drive fails on you, you will lose all of these important data files. This can be a major disaster for you. Let me tell you about a real situation that occurred this past year.

A member of a user group in California had been taking lots of pictures with her digital camera. She saved these on her hard drive in albums ready to show her family and friends. Her wedding pictures were also saved on her hard drive. One morning, she could not get her hard drive to work. It had failed on her without a backup. She took the hard drive to a company specializing in recovering data from failed hard drives. They analyzed the drive and told her they could probably get most of her photos back and their fee for this service was \$1000. She was shocked at this high fee, but all of her photos were very important to her, so she ended up paying this fee. A good backup would have saved her this expense.

Computer hard drives are very reliable today, but they still fail for many reasons. The hardware can wear out and stop working. A more common reason is that the programs on your main hard drive become corrupted and no longer function. It is not a question of if your hard drive will fail; it is more a question of when will it fail on you. You need to be prepared with a backup for when your hard drive does fail on you.

Backing up your computer's hard drive is a fairly simple concept. To

backup your main hard drive, you copy all of the files on that drive and store them on another device that you can save away from your computer. Then if anything should happen to your main hard drive, you put a new hard drive in your computer and copy all of these important files to this new drive. You can be up and running again in minutes with a good backup.

Backing up your hard drive is very easy to do with the latest technology. To help you understand more about how to do backups, I have put together a training session titled the Perfect Backup Approach. You can find it on my web site at <a href="http://www.ugr.com/tutorials.html">http://www.ugr.com/tutorials.html</a>. Take a few minutes to watch this tutorial and you will have a much better understanding of how to do backups using the latest technology today.

To help you get started to backup your hard drive, we are running a Summer Special that includes the best backup software available today, Acronis True Image 9.0 Home Edition. You can order this top rated backup software product for just \$29 on our web site at <http:// www.usergroupstore.com>. It normally sells for \$50 in computer stores. To make the deal even better, we will include a copy of our Perfect Backup Approach training CD at this special price. Don't wait too long as the summer is coming to an end and this special will not last into the fall.

To make it easy for you to start to do backups, we have prepared a technical paper titled, Using Acronis True Image 9.0 Home edition that you can find on our web site at <a href="http://www.ugr.com/newsletters.html">http://www.ugr.com/newsletters.html</a>>. Read and follow this article as you install

and start to do backups and it will guide you through each of the steps in doing backups. It couldn't be easier to get started.

That completes this article on the importance of backing up your hard drive. If you have questions on this article or other questions about True Image or your hard drive, send a note to <gene@ugr.com> and I will try to assist you.

Gene Barlow

User Group Relations <<u>gene@ugr.com</u>> PO Box 911600 <<u>http://www.ugr.com</u>> St George, UT 84791-1600

This is one of a series of monthly technical articles that I distribute to those that have subscribed to this newsletter. You can subscribe at <www.ugr.com/newsletters.html>. Watch for them and learn more about your computer and its hard drive. If you do not want to receive these newsletters, simply reply and ask to have your name removed from the list and I will do so immediately. User group newsletter editors may print this article in their monthly newsletter as long as the article is printed in its entirety and not cut or edited. Please send me a copy of the newsletter containing the article so that I can see what groups are running the articles.

#### **Windows Speed Trap**

To determine your dial-up speed, hover your mouse pointer over that little double computer icon in your system tray.

# Managing Device Drivers By Vinny La Bash, Member of the Sarasota PCUG, Florida

Windows is the most widely used operating system (OS) in the personal computer world.

For each piece of hardware that's connected to a Windows based computer, somebody somewhere has written a piece of software to make the device work with a computer. This piece of software is called a "Device Driver." One of the most useful features of a well-written device driveer is making itself all but invisible to whoever is using the computer. You create a document, send it to your printer, and somehow the document prints. Your device driver takes care of all the little details necessary for the printing operation to occur.

Drivers are one of the three most important broad categories of software in computers. The first is the operating system, the second is whatever applications are installed, including communications, and the third is device drivers. Drivers are important for two reasons. First, your peripherals won't work without them, and second, corrupted or out-of-date device drivers are responsible for most system crashes.

There are other reasons why it's important to keep your device drivers up-to-date. Sometimes a manufacturer will become aware of some kind of defect or glitch in the driver software and issue a fix. You will need it. A different manufacturer may have a driver for its own device that will cause a conflict with an out-of-date driver on

your device. Over time, updates for Windows may eventually cause problems with an out-of-date driver.

Proper device driver management is essential to keeping your computer crash proof. If device driver management is unfamiliar territory, please pay attention. You'll be glad you did. Microsoft introduced the concept of Signed Drivers with Windows 2000 and continued with Windows XP. If a device driver is "signed" by Microsoft, it means that the driver has been subjected to meticulous, painstaking, extensive testing to ensure compatibility with your Windows operating system.

Anytime you install a signed driver, Windows checks it by default and also guarantees it has not been altered or changed in any way. If the driver is not signed, Windows alerts you with a strong message that the driver has not passed Microsoft's rigorous certification tests.

Windows will also ask if you want to install the driver anyway, and will do so if you give it permission. Keeping your computer safe from unstable software is always a good idea. Fortunately, changing the Windows default is relatively easy, but you need Administrator privileges.

Right-click the My Computer icon on the desktop, then select Properties. Click the Hardware tab and then the Driver Signing button. Choose Block to let this be the new default, and you're done. Windows will now block any device drivers that it does not recognize as signed.

Not all manufacturers send their drivers to Microsoft for testing. For small firms this can be an expensive proposition. Does this mean you should never install an unsigned driver? No, but you should do some checking of your own to ensure that the company has a good reputation in the industry. Sometimes a new device driver will prove unstable for various reasons. Windows XP has the ability to delete the driver and install a previous version. Open the Device Manager, and double click the device that's causing problems. Switch to the Driver tab and Roll Back the driver to the previous version.

What we've discussed so far is fine if you're using relatively new equipment, but suppose you're having trouble with something that's old and the manufacturer has gone out of business. Chances are good that the original installation disk is lost or deteriorated to a point where it is no longer useful. There are many other reasons why you could have difficulty finding a device driver, but these are the most common.

In the past, finding the right device driver or firmware was often a tedious, time consuming, and frequently impossible task. Nowadays, we have web sites such as <a href="http://www.driverguide.com.">http://www.driverguide.com.</a>> to help us. The site has been around since 1997, and has seen many improvements. It has a unique membership base of thousands who collectively compiled a massive database of drivers, firmware, and support documents that is the largest and most comprehensive on the Web.

Recognizing that most people who use computers are not experts, they have devised an easy step-by-step process that will help you find and install drivers. There is an archive of hundreds of thousands of files

containing not only drivers, but voluminous information on manufacturers including links to other sites with driver information. Also useful are the discussion boards where you can chat with others who have the same hardware, and learn from their experience.

After you search for a driver and find it, help doesn't stop. The Driver Summary provides you with a rundown of all the information you're likely to need to make the decision about whether or not to download and install the driver. This information is put together from the original manufacturer, plus ratings and comments from those who have previously downloaded and installed the file. It's nice to have everything in one place.

There are many web sites where you can find information about device drivers, but this is one of the best places to use as your starting point. Managing device drivers does not have to be a search in the dark. Use the tools available to you, and your system will be stable and a lot less prone to crash.

Vinny La Bash is a member of the Sarasota PCUG, Florida, < www.spcug.org >. He can be reached at: < labash@spcug.org >.

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#### Wozniak Speaker at MacGroup-Detroit, 20th Anniversary

Apple Computer's famous co-founder, Steve Wozniak, is the keynote speaker for MacGroup-Detroit's 20<sup>th</sup> anniversary meeting on August 20<sup>th</sup> at The Birmingham Temple. The Temple is located on the south side of 12-Mile Road between Middlebelt and Orchard Lake Roads. Terry White, President of MacGroup-Detroit, invited Mr. Wozniak to this 20<sup>th</sup> anniversary celebration meeting. Mr. Wozniak had previously addressed the October 2000 meeting which hosted close to 400 people.

Currently MacGroup-Detroit has grown to over 400 members. Because of this the meeting will be hosted in the "big room" of the Temple to allow guests to attend. Guests will be charged a \$3 admission fee to cover additional expenses incurred by the Club. Mr. Wozniak is scheduled to speak at 3 pm. To give Mr. Wozniak as much time as possible on the agenda the traditional awards ceremony and anniversary presentations will start at 2:25 pm. CONGRADULATIONS SEMCO to MacGroup-Detroit on their 20th anniversary. Keep up the fine work! [Ed.]

#### **Select Multiple Items**

With your mouse, click once at the beginning of the text, list, or other material. Hold down the "Shift" key on your keyboard, and click once at the end of the text, list, or other material.

Everything between the first click and the second will be highlighted i.e. selected. This works almost everywhere.

#### I Buntu, Ubuntu, We all Buntu By Dan Hanson

If your group is anything like mine, a lot of the members have heard about Linux, Firefox, Open Office and other open source products but they haven't installed them and given them a try.

One of the big concerns is they don't want to "mess up" their current system. Even with disk partitioning software and dual-boot options it can be scary to install new things, especially another operating system!, to your PC.

Here's a great way to let your members try some of these open source apps withour changing anything on their systems.

Ubuntu is a distribution of Linux that is supported very well by the Ubuntu community.

Ubuntu is an African word that means "humanity to others" or "I am what I am because of who we all are." As their website says, "The Ubuntu distribution brings the spirit of Ubuntu to the software world."

I've found it to be a very complete, well-supported distribution. Ubuntu is suitable for both desktop and server use. The current Ubuntu release supports PC (Intel x86), 64-bit Pc (AMD64) and PowerPC (Apple iBook and Powerbook, G4 and G5) Architectures. So if you have a screaming new 64-bit PC, this could be fun to try.

But here are the parts that will be of interest to your group and its members. You can go to their web site at <a href="http://www.ubuntu.com">http://www.ubuntu.com</a>> and download the ISO CD image so you can burn as many CDs as you need. You can also

Continued on page 21



#### BOARD MEETING 06/11/2006 Warner Mach

#### BOARD MEMBERS PRESENT

President Gary DeNise, Vice President Richard Jackson, Treasurer Bette Gay, Acting Secretary Warner Mach, SIG-Advanced Chairman Franz Breidenich, SIG-IBM Co-Chairman Tom Callow, SIG-IBM Intermediate Chairman Carl Massie Jr., Publications Committee Chairman Thomas McNorton, Members-at-Large Bob Clyne, and Chester Blechinger. Also present was Chuck Moery. The meeting was called to order at 12:08 p.m.

#### **OLD BUSINESS**

Bette Gay reported that there was \$7173.09 in the treasury. There is an outstanding expense of \$69.18. There are 82 members. There are 94 on the DATA BUS mailing list.

Warner Mach requested \$3.86 reimbursement for refreshments. Tom Callow moved to reimburse Warner Mach \$3.86 for refreshments. Bob Clyne seconded. The motion passed.

Richard Jackson showed the 'winner's letter' that is to be sent to folks who get a free membership through WJR. Board members had reviewed the letter by e-mail and Mr. Jackson brought the final form, which is to be signed by President Gary DeNise.

Tom Callow passed out some copies of the old version of the SEMCO flyer. New copies are to be printed as needed.

#### NEW BUSINESS

There was discussion of who will assist with refreshments during the August meeting since Mr. Mach will not be attending. Gary DeNise indicated that he will transport the refreshment apparatus. Richard Jackson and Tom Callow agreed to assist.

Chester Blechinger moved to adjourn. Bob Clyne seconded. The meeting was adjourned at 12:21 p.m.

[Warner Mach has kindly consented to write the Board Minutes in the absence of Carol Sanzi. Ed.]

#### **Paste Special**

You can tell many programs, including, MS Word, Excel, and Publisher and Adobe PageMaker, and many others, how to paste your text before you paste it, by using the Paste Special command.

Choose the Paste Special command from the Edit drop-down menu. The Paste Special dialog box will appear, which usually lists several options for pasting in the text. The exact options vary with the program and the material that you have on the clipboard, but will usually include, Unformatted Text, and several others. Each of these items tells the program how to paste in the information. To discover what each options does, select it from the list and read the description in the Result area of the dialog box. Try it!



#### **SPECIAL INTEREST GROUPS (SIGS)**



SIG-IBM Tom Callow Warner Mach



August 13: Microsoft Office 2007: SIG-IBM Co-Chairman Tom Callow will demonstrate Microsoft Office 2007 Beta 2, including the brand new user tool-bar driven interface for the Applications of Office 2007.

NOVICE-IBM GROUP Rotating Volunteer Hosts

**August 13: Help A Q & A:** Discussion directed by the audience.



SIG-ADVANCED Franz Breidenich

October 2, 2006: (No September meeting due to Labor Day)(First Monday), 6:45 pm, at the Oak Park Library. The library is located at 14200 Oak Park Blvd., Oak Park, MI. Phone: (248) 691-7480. Topic: Wide ranging discussion of computers and computing.



SIG-IBM INTERMEDIATE Carl Massie, Jr.

August 13: Conferences Commentary: SIG-IBM Intermediate Chairman Carl Massie, Jr., will present this topic reviewing:

- \* SyScan 2006 held July 20–21 <a href="http://www.syscan.org/">http://www.syscan.org/</a>
- \* Black Hat 2006 held July 29–Aug. 3 <a href="http://www.blackhat.com/">http://www.blackhat.com/</a>
- \* 15th USENIX held July 31–Aug. 4 <a href="http://www.usenix.org/events/sec06/">http://www.usenix.org/events/sec06/</a>
- \* DEFCON 14 held Aug. 4-6
- < http://www.defcon.org/>
- \* WWDC 2006 held Aug. 7–11 <http://developer.apple.com/wwdc/> Three Protection Tools:
- \* Virustotal, FileAlyzer, dir Virtual Computing:
- \* CrossOver Mac
- \* Virtual PC, VMware
- \* QEMU, Xen

Microsoft – Trusters, Skeptics, Cynics, Demonizers

August 2006 DATA BUS DEADLINE (7th day after meeting) SEMCO Input and Members' Ads — Deadline: Sun., August 20, 11:59 p.m.

Members' personal ads are free. To mail, use Editor <u>address on Page 2</u>; e-mail address: <<u>mcnortontl@wowway.com</u>>. PLEASE send to arrive sooner than deadline.

 $\underline{\textbf{Business Ads - Deadline: Second Friday monthly.}} \ Contact \ the \ Editor \ (\underline{address \ Page \ 2}).$ 

#### **Tom McNorton**

mcnortontl@wowway.com
(to post monthly computer group info)

CALENDAR-OF-EVENTS OTHER GROUPS

#### **COMP (Computer Operators of Marysville & Port Huron)**

September 6, 7pm (1stWednesday); St. Clair County RESA, 499 Range Rd., Marysville, Admin. Building, Jane Wheatly 810-982-1187<a href="http://www.bwcomp.org">http://www.bwcomp.org</a>>.

#### **DCOM Computer Club**

August 11, 6:30–8:30pm (2nd Friday); Henry Ford C.C., Patterson Tech Bldg, Ford Rd/Evergreen, Rm T143, Parking Lot C. Info: Doug Piazza 313-582-2602.

#### FACE (Flint Area Computer Enthusiasts)

August 8, 6:30pm (2nd Tuesday); Kettering Univ. Academic Bldg. Rm I-817 (enter Security Door, back of bldg by parking lot). <a href="http://www.gfn.org/FACE/">http://www.gfn.org/FACE/</a>>.

#### **MacGroup- Detroit**

August 20, 2:15pm–5pm (3rd Sunday): Birmingham Temple, 28611 W. 12 Mile Rd., Farmington Hills. Info: Terry White, <<u>terry@macgroup.org</u>> or 313-571-9817. <<u>http://www.macgroup.org</u>>. **20**<sup>th</sup> **Anniversary Meeting. Steve Wozniak**, Apple Computer's co-founder, **is the keynote speaker.** 

#### MacTechnics, (MAC User Group)

August 19, 11:00am (3rd Saturday); (SIGs at 9:30); Ann Arbor Open School, 920 Miller Ave., Ann Arbor. <a href="http://www.mactechnics.org">http://www.mactechnics.org</a>). Cassie at <a href="cassiemac@yahoo.com">cassiemac@yahoo.com</a> or 313-971-8743.

#### MDLUG (Metro Detroit Linux User Group)

August 12, 12:30–2:30pm, (2nd Saturday); MDLUG meetings will be at The Gaudior Academy located at 27100 Avondale Avenue in Inkster. Web: <a href="http://www.mdlug.org">http://www.mdlug.org</a>>. Info: Raymond McLaughlin 248-960-1864.

#### Michigan Apple Computer User Group

August 10, 7:30 pm (2nd Thur.); General meeting; Fraternal Order of Eagles Hall in Clawson, 174 Bowers St. (one block North of 14-Mile and one block East of Main). Avi Drissman 248-232-7865. Web: <a href="http://www.themichiganapple.com">http://www.themichiganapple.com</a>>.

#### Oak Park Computer Club

Every Fri., 10:15am at Oak Park Recreation Bldg, Oak Park Blvd. west of Coolidge

#### SHCC (Sterling Heights Computer Club)

September 5, 7:30pm, (1st Tuesday) (no meetings in July or August); Macomb Community College South Campus, Bldg. K, 14500 E. 12 Mile Rd. Don VanSyckel < Don@VanSyckel.net >, 586-731-9232; Web: < http://www.SterlingHeightsComputerClub.org >. Topic: Home Networking and Wireless Access Points, Part 3.

#### **Wayne State University Mac User Group**

August 12, 10:00am–Noon, (2nd Saturday); at Mich.com, 21042 Laurelwood, Farmington. Information: Lorn/JoAnn Olsen 248/478-4300 or Denny MeLampy 248-477-0190.

#### **Continued from page 17**

choose the Ship It approach and have them send you a quantity of CDs for your group. You have to register for this option but it works like a charm and they haven't spammed me once.

Once your members get the CDs they can, of course, install them on their systems. But the best thing is there is a CD that you can boot from, and the Ubuntu distribution will load from the CD and work in RAM and never touch your hard drive! When you remove the CD and reboot, your system will be exactly the same as before you tried it.

This allows your members to try out a great distribution of Linux along with open source software such as:

- Open Office 2.0 like Word, Excel, PowerPoint, Access.
  - The Gimp—like Photoshop.
  - PDF creator.
- Mozilla Firefox browser—with tabbed browsing, etc.
- Evolution (like Outlook)—calendar, contacts, e-mail, etc.

- Media Player, Video Player, Camera support, etc.
  - Hundreds of other apps.
  - Lots of Games!
- Assistive Technology features screen magnifier, screen reader, on-screen keyboard, etc.

After burning a CD I booted my system and within minutes was browsing the web via Firefox and testing some of the other included open source applications. When I was done, I shut down, removed the CD and my Windows XP system came up as usual.

Extensive online documentation and support is available from both the Ubuntu and Linux community.

Ubuntu Linux and the included open source apps would make a great meeting topic and your members could all take home a CD and try it themselves without worrying about messing up their system. Give it a try.

Dan Hanson, former APCUG President, can be reached at <<u>http://www.GreatLakesGeek.com</u>>.

#### COMPUTER RESOURCE PEOPLE

This is a list of members willing to be resources for other members to call when they have hardware or software questions.

Are you willing to help members learn?

Which software programs are you familiar enough with?

It is not necessary to be an expert, but just have some familiarity with the program and be willing to help someone starting to learn it. Please give this some thought and volunteer at the next group meeting.

Almost Anything: Vander-Schrier

AutoCAD: Comptois Genealogy: Cook

IBM PC Hardware Issues: Clyne, Yuhasz Operating Systems: Callow, Clyne, Yuhasz MAC Hardware and OS Issues: Yuhasz

Security: Bader

MS Office for Windows: Callow

MS Word: Clyne Networking: Callow Novell Netware: Yuhasz Quicken: Clyne

Geocaching: Cook

 Bader, Mike—586-573-7330, 9am—8pm
 mdbader@flash.net

 Clyne, Bob—810-387-3101, 9am—10pm
 clyne@lodden.com

 Callow, Tom—248-642-5770 9am—5pm
 tcallow@monaghanpc.com

 Comptois, Jerry—248-651-2504, anytime
 jerrycandotoo@juno.com

 Cook, Stephen—313-272-7594, eves
 scook48227@ameritech.net

 Vander-Schrier, Jack—586-739-7720,12-8pm
 jvanders@myself.com

 Yuhasz, Steve
 Help@yuhasz.org



### SOUTHEASTERN MICHIGAN COMPUTER ORGANIZATION, INC.

# SEMCO CALENDAR — August/September ArvinMeritor Building 2135 West Maple Road Troy, Michigan

August 13-SUNDAY (Meet 2nd Sunday)

**SEMCO** <u>Board</u> Meeting at 12:00 noon. For Officers and SIG Chairpersons. **Members of other Computer Clubs are invited to SEMCO meetings.** 

**SEMCO** General Meeting at 1:30 pm.

**Special Interest Groups (SIGs)** 

<u>SIG-IBM</u> 1:45 pm. Program: Microsoft Office 2007. SIG-IBM Co-Chairman Tom Callow will demonstrate Microsoft Office 2007 Beta 2, including the brand new user tool-bar driven interface for the Applications of Office 2007.

**SOCIAL PERIOD** 3:15 pm. Refreshments! (Reminder: We must continue to maintain a neat environment.)

NOVICE-IBM GROUP 3:45 pm. Program: Help From An Expert With Discussion Directed By The Audience.

SIG-IBM Intermediate 3:45 pm. Program: Conferences Commentary. SIG-Intermediate Chairman, Carl Massie Jr., will review many recently held conferences. He will also demonstrate three computer protection tools and discuss Virtual Computing. See page 19 for more details.

SIG-ADVANCED, October 2, 2006–MONDAY, 6:45 pm, (No September meeting due to Labor Day) (First Monday), Oak Park Public Library, 14200 Oak Park Blvd.,Oak Park, MI. Phone: (248) 691-7480. Directions: Oak Park Blvd. is 9 1/2 mile Road; library is west of Coolidge. Info: Franz Breidenich 248-398-3359. TOPIC: Wide-Ranging Discussion Of Computers & Computing.

September 10-SEMCO SUNDAY

http://www.semco.org

#### **PUBLIC INVITED**

(Please copy this and the next page to post on your bulletin board)

#### SEMCO Meetings at <u>ArvinMeritor</u> 2135 West Maple Road, Troy, MI 48084



#### DIRECTIONS

From I-75, take Exit 69 to westbound Big Beaver Rd. (16 Mile). Turn left (South) on Crooks Rd. Turn right (West) on Maple Rd. (15 Mile). Turn left (South) on Maplelawn Dr. Turn right into the parking lot at the rear of the ArvinMeritor building. The building is shaped like an X. Enter the building thru the South entrance at the center of the rear of the building. Follow the SEMCO signs.

SEMCO thanks the <u>ArvinMeritor</u> Corporation for their hospitality in providing their facility for our meetings.



Computer Organization, Inc. P.O. Box 707 Bloomfield Hills, MI 48303-0707 SouthEastern Michigan

SEMCO (future meetings) September 10 August 13

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