



THE WYSIWYG



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December 2012

Volume 24, Issue 10

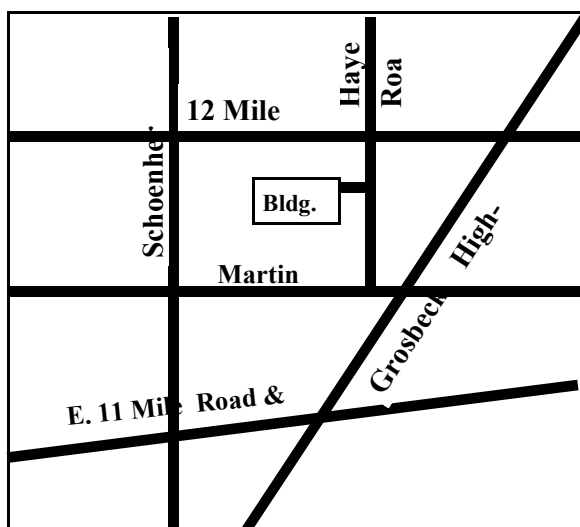
STERLING HEIGHTS COMPUTER CLUB

PO Box 385

Sterling Heights, MI 48311-0385

**MAIN MEETING: TUESDAY Dec. 4
7:30PM**

**Macomb Community College
South Campus
14500 E 12 Mile Road, Warren
John Lewis Community Center
(Building K)
(Enter from Hayes Road)**



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This month's Main Meeting Topic:

Internet Safety: The New Threat Landscape and What YOU Should Know presented by Reserve Deputy Keith Thome, Macomb Count Sheriff's Department

December SIG Meeting:

Wednesday December 19 at the Sterling Heights Library at 7:00

Sterling Heights Public Library

The Sterling Heights Public Library, at 40255 Dodge Park Road, is located just south of Utica Road. A large sign reading "City Center" marks the driveway to the library and parking. The Programming Center, where the meeting is held, is just inside the front door of the library.

Guests and visitors are welcome. People can attend any SHCC meetings during two consecutive months before deciding to become a member or not. Meetings include the main meeting and SIGs. July and August don't count since there is no main meeting. Membership includes admission to all SHCC functions and the newsletter. Membership is open to anyone. It is not limited to the residents of Sterling Heights.

DUES: \$25/YEAR

CLUB ADDRESS: PO Box 385, Sterling Heights, MI 48311-0385
CLUB E-MAIL ADDRESS: Info@SterlingHeightsComputerClub.org
CLUB WEB PAGE: http://www.SterlingHeightsComputerClub.org

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Family Tree	Rick Schummer
Firefox	Don VanSyckel
FoxPro	Rick Schummer
General Computer Questions	Jack Vander-Schrier
Hardware	John Rady
MS Publisher	Rick Kucejko
MS Word	Rick Schummer
Spreadsheets	Rick Schummer

SHCC Coordinators:

Associate Editor	Rick Schummer
Door prizes	Sharon Patrick
Greeter for visitors	Lindell Beck
Newsletter publisher	Rick Kucejko
Windows SIG	Jack Vander-Schrier
Program Coordinator	Jerry Hess
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(Call Jack after noon)

2012 SHCC Officers

President: Don VanSyckel
 V. President: John Rady
 Secretary: Rick Kucejko
 Treasurer: Ed Trombley

Four Month Meeting Schedule:

DECEMBER 2012	FEBRUARY 2013
4 - SHCC - Internet Safety: The New Threat Landscape and What YOU Should Know presented by Reserve Deputy Keith Thome, Macomb Count Sheriff's Department	5 - SHCC- Main Meeting
5 - COMP meeting	6 - COMP meeting
9 - SEMCO meeting	10 - SEMCO meeting
19- SIG meeting	? - SIG meeting
JANUARY 2013	MARCH 2013
2 - COMP meeting	5- SHCC- Main Meeting
8 - SHCC - Main Meeting	6 - COMP meeting
13- SEMCO meeting	10- SEMCO meeting
? - SIG meeting	? - SIG meeting

Other Computer Clubs:

As a member of SHCC, you can attend meetings of other clubs where we have reciprocating membership agreements, at no charge.

Computer Club of Marysville and Port Huron (COMP)
 Time: 1st Wednesday, 7:00PM
 Place: Mackenzie Bldg, Room 201, St Clair Community College, Clara E McKenzie Library-Science Building, 323 Erie St.
 Port Huron, (810) 982-1187
 Web Page: http://www.bwcomp.org
 Reciprocating: Yes

South Eastern Michigan Computer Organization (SEMCO)
 Time: 2nd Sunday at 1:30PM
 Place: The Engineering Society of Detroit 20700 Civic Center Dr, Southfield, MI 48076 Suite 450 4th Floor
 Web page: http://www.semco.org
 Reciprocating: Yes

The OPC (Older Persons Commission) Computer Club
 Time: Every Tuesday at 10:00
 Place: OPC in Rochester 248-656-1403.
 Web page: http://www.geocities.com/Heartland/Village/1904/
 No cost for residents to join or attend meetings. \$150 fee for non-residents
 Reciprocating: No

Newsletter submissions are due 10 days before the club meeting, but the earlier the better. They should be sent to :
 WYSIWYG Publisher
 5069 Fedora, Troy, MI 48098
 OR at the e-mail addresses: newsletter@SterlingHeightsComputerClub.org

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The President's Pen

by Don VanSyckel



What made the personal computer (PC) successful? I believe it's a combination of two things: 1) first there was need for a better tools for many tasks, and 2) no one (no company) owned it. How did these items promote the PC?

The first reason is somewhat obvious. To become more efficient and to do new things, a new technology was needed. Instead of rows of people with adding machines on their desks, the PC allowed more and better work to be done. Items could be typed into a spreadsheet instead of into an adding machine. In reviewing the items, if a mistake was located it could be corrected and the calculations rerun. Everything didn't need to be retyped, possibly leading to another error. The data could be saved for later reference or use. The data could be shared with others by saving the data as a file on a file server, or the data could be transmitted via email to virtually anywhere in the world. The PC also became mobile in the form of laptops. Laptops could be taken to places not generally accessible by other forms of data collection and manipulation. This enhanced the ability of people to do various things either more easily, or in some cases that couldn't have been done previously at all.

The second reason from above, that no one owned it, caused the technology to be available to be completed. Technology exists at two levels - the macro level and the micro level. The macro level is the desk top PC, the laptop PC, the tablet PC, and the palm PC. The micro level is the various microprocessor families from Intel and AMC, the peripheral chips that consolidated graphics, networking, and storage management, and the enhancement of data storage technologies. IBM sort of owned the field for a while and the current WinTel PC was commonly referred to as an IBM PC. But the fact that Microsoft owned

the operating system (OS) and not IBM, allowed competing PCs to be built. The competition eventually became so intense that IBM got out of the business. Then there's Apple. They owned both the hardware design and the OS. They knew it and took advantage of it. The openness of the WinTel PC is what allowed for the innovation that has spurred the industry forward. This is why the Apple never really challenged the WinTel PC.

There are some advantages of both the hardware and software being owned by one company. This leads to fewer integration problems. However the lower price for the WinTel PC has done far more for them than fewer integration issues has done for Apple.

It's just that simple. It's been shown time and time again. Competition drives quality and features up and drives costs down.

Now let's look at the electronic readers Nook and Kindle. The Nook from Barnes and Noble and the Kindle from Amazon use different formats for the distributed electronic media. Each wants you to join their camp because the real money is not in selling you the Nook or Kindle, it's in the follow-on purchases of electronic content. One interesting note is that both of these readers decided they could not ignore the PDF format and each included simple text format. I'm not sure if the content format is copyrighted or trademarked but the content is controlled by the two companies. If these two readers were capable of using a common format, ebook, the market, would really take off.

One thing you should be aware of is many, many old books are available as simple text for free. These are usable on both readers. They aren't

quite as fancy as the new ebook formats but if your goal is to read the content, the text files work just fine.

See you on Tuesday.



Door Prizes

The SHCC offers door prizes at most regularly scheduled club meetings.

In November there was no door prize drawing.



Member Ads

Ads are available free to SHCC members, and are limited to computer related items for non-commercial purposes. Any ad shall be a maximum of twelve newsletter lines of text.



SHCC Emergency Cancellation

The SSterling Heights Computer Club might find it necessary to cancel an event if the weather gets bad enough. All members of SHCC have an email address. One of the SHCC officers will send an email to the addresses SHCC has on file alerting members to the event cancellation. Decisions will not be made before 4:00 PM and decisions will be made by 6:00 PM for the regular 7:30 PM meetings. If weather is questionable an email confirming that the event is NOT cancelled might be sent, so please carefully read any SHCC announcement about events. If your email is broken, call an officer; don't leave a message, call another officer if you don't talk to someone live. It is your responsibility to keep the email you have listed with SHCC current.



Free Utilities To Clean Hijacked PC's

by Ira Wilsker Golden Triangle PC Club, and Assoc. Professor at Lamar Institute of Technology, and host of a weekly radio talk show on computer topics

www.ccokc.org wright599new@sbcglobal.net www.spcug.com

WEBSITES:

<http://www.mcafee.com/us/downloads/free-tools/how-to-use-stinger.aspx>

<http://support.kaspersky.com/viruses/rescuedisk?level=2>

<http://www.avg.com/us-en/avg-rescue-cd>

<http://connect.microsoft.com/systemsweeper>

<http://www.superantispyware.com>

<https://www.emsisoft.com/en/software/EEK/>

<http://www.malwarebytes.org>

<http://free.agnitum.com>

Hardly a week goes by that I do not get a call from a friend or co-worker asking for help with a computer that had been hijacked by one of the thousands of variants of a type of malware generically known as "Rogue AntiVirus". Last weekend was busy for me in this respect in that I received multiple frantic calls for help on Friday, Saturday, and Sunday. All of the computers I was asked to clean had been totally hijacked by this rogue antivirus operating under the names "Vista AntiVirus 2012", "Windows 7 Antivirus", and "Microsoft Antivirus 2012".

While they all had different names, they all had the same modus operandi in that they infected a computer, displayed frequent popup windows alerting the user that the computer was heavily infected with viruses and spyware, offered to repair the problem for a fee, and totally took over the computer by not allowing most other programs to load. Often infecting the computer via an email from a known acquaintance whose own computer had been hijacked and which sent out spam email with a link that would load the malware, or by visiting a legitimate or rogue website that injects the malware via the web browser, this rogue antivirus software is becoming more dangerous, and more difficult to remove. As had been written here be-

fore, this rogue software generally protects itself from detection and removal by neutralizing the installed security software on the computer, and preventing other detection and repair software from executing. Most of the rogue software also blocks access to many of the websites with removal utilities, and prevents most programs on the computer from running by blocking almost all ".exe" files from opening.

What the user of the infected machine does not often see is that many of these rogue variants also disseminate their code to people whose email addresses are in the user's address book (both webmail and computer based address books), Facebook and Twitter friends. This spamming of illicit code is typically in the form of friendly emails apparently from you to your email buddies with a short polite message along with a link to a purloined website which will automatically load the malware code onto their machines. Facebook and Twitter have also become major vectors used to promulgate this malware, as the rogue software will post short messages apparently from you, with links to the malware; anyone clicking on those links will be hijacked as well, and the process repeats geometrically. In addition to propagating itself, this rogue software also often adds the hijacked computers as "zombies" to a massive "bot" of computers used to send out spam emails for a fee, payable to the crook that started this spider web of malware and hijackings. In addition to the revenues from sending countless spam emails from the "bot" (network) of "zombies" (hijacked computers), the purveyors of this malware also generate substantial revenues by charging a fee, typically \$29 to \$69, often payable only by credit card, for the rogue software to "clean" the infected computer. If the unfortunate victim pays this extortion, not just will the rogue software not clean the com-

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puter, but will also often sell the credit card number (along with its expiration date, and CVV security code) on other illicit websites, typically resulting in massive fraudulent charges on the credit cards.

In the past, I have had great success using the free portable version of SuperAntiSpyware (www.superantispyware.com) to detect and remove the rogue antivirus infections. Using a clean computer, I download a fresh, updated copy of the portable version of SuperAntiSpyware to my USB flash drive, which I then take to the hijacked computer. I boot the infected computer into Safe Mode (F8), insert the flash drive, and run the SuperAntiSpyware, often in "full scan" mode. Once cleaned, I use the "Repair" button on the bottom of the SuperAntiSpyware screen to undo many of the improper changes the malware had made to the computer. Because of its very frequent updating, ease of use, and high success rate, SuperAntiSpyware portable version is still my first choice to clean an infected computer. The problem is that in this very rapidly evolving cat-and-mouse game between the malware code writers, and the security software companies, some of the recently released malware has become harder to detect and kill. I found this out last Friday when my normal battery of top-rated and updated malware detection and removal utilities that I carry on my flash drive (SuperAntiSpyware, Emsisoft Emergency Kit, and MalwareBytes) were unable to totally remove a persistent infection on a heavily compromised computer.

Knowing that a "Plan B" was necessary to defeat this stubborn malware, I went home to download some other utilities that I have used in the past to remove stubborn malware that resisted the most common and popular methods of cleaning. I downloaded the latest versions of McAfee's Stinger, Kaspersky Rescue Disk, AVG Rescue CD, and Microsoft Standalone System Sweeper Beta. I downloaded the

McAfee Stinger to my flash drive, and created fresh CDs with the Kaspersky, AVG, and Microsoft utilities. Be sure to implicitly follow the directions provided by these software companies for creating the bootable CDs or bootable USB flash drives necessary to load and run the utilities.

Returning to the location of the hijacked desktop computer, I booted it into safe mode (F8), inserted my flash drive and ran the McAfee Stinger. While McAfee Stinger detects far fewer types of malware than many of the other utilities, it does an excellent job in detecting and killing some of the more stubborn infections, which it did on this victimized computer. After rebooting the computer, and rerunning the McAfee Stinger (it found no additional infections), there was very substantial improvement, but still some evidence of malware on the computer.

I inserted my newly created bootable Kaspersky Rescue CD into the drive, and was required to press the F12 key in order to boot the computer with the bootable CD (some computers require F10 or F2 in order to select a "boot from CD or flash drive" option). Since booting with a CD does not load the infected copy of Windows that is on the hard drive, but instead loads a clean operating system from the CD (usually some form of Linux or WinPE), the malware cannot load and protect itself from detection and removal. The Kaspersky Rescue CD detected and removed the remainder of the malware, proving itself as a very viable method of malware removal. I removed the Kaspersky CD and inserted the Microsoft System Sweeper bootable CD, and rebooted the computer (F12). This Microsoft CD, very capable in its own right, did not detect any other malware on this computer, corroborating the fact that the computer was most likely clean of all forms of malware. If I still had any other problems, I know from past experience that the AVG Rescue CD, bootable the same way as the other CDs, had some very capable detection

and system repair utilities which are often necessary to recover a badly damaged computer, but in this particular case, it was not necessary.

This badly infected and compromised computer had one of the major commercial security suites installed, but was still penetrated by the rogue anti-virus, a common occurrence in that the rogue software is very well written by experts in security penetration. Rather than reinstall and update his current security software, which was near its expiration and renewal date, this computer owner wanted a different security suite than the one he had, in the hope that it would better protect his computer.

Whatever security software suite he would choose, it is absolutely imperative to install some comprehensive security suite immediately after cleaning the computer that had been hijacked, as the security software that was previously installed was totally dead, killed by the malware in the earliest stage of the takeover, which left the computer vulnerable to the inevitable follow-on attacks. While there are several excellent commercial and free comprehensive security suites

available, in this case the user decided to try one of the popular freeware security suites, Outpost (free.agnitum.com), rather than purchase another commercial product; that was his informed choice.

Now, when I am called upon to clean an infected computer, I include McAfee Stinger in the arsenal of utilities on my USB flash drive, and bring the three bootable CDs that I created (Kaspersky, AVG, and Microsoft), just in case they are needed.

Ira is a member of the Golden Triangle PC Club, an Assoc. Professor at Lamar Institute of Technology, and hosts a weekly radio talk show on computer topics on KLVI News Talk AM560. He also writes a weekly technology column for the Examiner newspaper <www.theexaminer.com>. Ira is also a deputy sheriff who specializes in cybercrime, and has lectured internationally in computer crime and security.

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups.



Closing The Door On Facebook

By Linda Gonse, Editor/Webmaster, ORCOPUG (Orange County PCUG), CA
www.orcopug.org editor@orcopug.org

So, you have been reading about more privacy concerns in Facebook. You have decided to close your account. But, unless you are aware of what this means and how to go about it, you may not actually close the account.

You should be aware, too, that you are not going to erase your existence in Facebook when you do close your account. Some people have the mistaken idea that after quitting Facebook their data will get old and vanish.

Know the facts. Familiarize yourself with Facebook's policies before you take steps to end your relationship. There are two methods of closing a Facebook account. You can either deactivate your account or you can delete it. If you deactivate it, your account is closed immediately. Your information is saved as you left it in the event that you may want to return to it someday.

What's more, if you log into Facebook within 14 days of deactivating

your account, it is automatically reactivated!

Deletion is another thing. Not so easy. What does Facebook say about deleting the account? If you do not think you will use Facebook again and would like your account deleted, keep in mind that you will not be able to reactivate your account or retrieve any of the content or information you have added. **If you would like your account permanently deleted with no option for recovery, log in to your account and then submit your request here.**

Prior to taking this option, you should delete any information you wouldn't be comfortable leaving behind. Note, too, that you are only submitting a request. The request goes into the system where it is regarded as a pending deletion request. Then what happens?

Once you have submitted a request to permanently delete your account, no further action is required on your end. Our system delays the deletion process in case you change your mind and no longer want to permanently delete your account. Note that logging in to your account again will undo a pending deletion request.

Once your account is permanently deleted, there is no way to undo this action. You will not be able to reactivate the account or retrieve any of the content or information you have added to it. (Source page: <http://on.fb.me/HiYHzI>)

You'll note that it does not say how long the deletion process is delayed, only that it will be.

Eventually, the account gets deleted. But, what actually happens when your

account is permanently deleted? Here's what Facebook says. (The emphasis is mine.)

- **You will not be able to regain access to your account again.** (This should not be a surprise. That is the idea, right?)
- **MOST personally identifiable information associated with it is removed** from our database. This includes information like your email address, mailing address, and IM screen name. **SOME personally identifiable information MAY REMAIN**, such as your name if you sent a message to someone else.

- **Copies of SOME material (photos, notes, etc.) MAY REMAIN in our servers** for technical reasons, but this material is disassociated from any personal identifiers and completely inaccessible to other people using Facebook. (Source page: <http://on.fb.me/HE95ab>)

Armed with this information and lowered expectations, you are now ready to close the door on Facebook.

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Review Of A Streaming Video Presentation

*meeting review by Richard Corzo, President, Danbury Computer Society, CT
www.dacs.org dacsprez@dacs.org*

Perhaps you've heard of people "cutting the cord," getting rid of their cable or satellite TV subscription, and relying on the Internet to watch television programming. Maybe you just want to catch up on episodes that you may have missed, or be able to watch movies that aren't available from your cable or satellite provider.

Mike Kaltschnee explained the options, both services and devices you can hook up to your TV. He is well known for his web site www.HackingNetflix.com. So of course he mentioned Netflix, which has both a video streaming service and DVD rental by-mail service. The streaming service seems to be available on every TV, Blu-ray player, and game console; along with all the streaming devices he showed us, and a Windows PC or Mac.

Hulu and Hulu Plus is another service featuring mostly TV programs, and come in both free and paid versions. Amazon offers streaming through its Amazon Prime offering, as well as a huge selection of video on demand titles. HBO Go is available only to HBO cable subscribers, but lets you watch shows on portable devices and selected set-top boxes.

Blockbuster is similar to Netflix in offering both streaming and DVDs by mail. However, the streaming option for now requires a Dish satellite subscription. You can select from the various options based on the service's selection of titles, price, how often you watch, and what devices they support.

To find where particular titles may be offered, Mike mentioned TV Guide (<http://www.tvguide.com/>), Fanhattan

(<http://www.fanhattan.com/>) which has an iPad application and will soon offer a website guide, and clicker (<http://www.clicker.com>), the "Internet Television Guide."

To watch Internet TV on your television, you could hook up your Windows PC or Mac with an HDMI or VGA cable, or use your game console. Your TV itself or Blu-ray player may offer some of these services. You might also want to watch TV on your portable devices, phone, iPad, etc.

Finally, there are dedicated streaming boxes such as the Roku, Boxee, Ap-

ple TV and Google TV. A TiVo combines a DVR with an offering of Netflix, Hulu Plus, Amazon Video on Demand, and Blockbuster.

The Sony Dash was an interesting device I wasn't familiar with, and has a built-in screen. So there are a lot of options, and we're no longer limited to cable or satellite TV.

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codes/passwords for using their products away from home.

6. **Automate.** As much as possible, avoid manual steps in backing up data, documenting "what's where" for each backup and how to restore it.
7. **Create duplicate/redundant/separate backups.** Single backup volumes have huge capacity, so losing or damaging one can be a catastrophe. Data Facility Storage Management Subsystem's (DFSMS) duplex option simplifies this. Don't let one bad tape volume spoil a disaster-recovery drill—or a real disaster recovery.
8. **Be secure.** Maintain strict control of backup media to avoid a massive data breach appearing in the other media.
9. **Use offsite storage.** You won't win an award for stellar backup if all data copies are destroyed at once by fire, earthquake, hurricane, flood, or tornado. Use enterprise-worthy shipping, perhaps not local delivery services, and don't send duplicates together!
10. **Encrypt whatever leaves your local facility.** No matter how it's shipped or where it's sent, don't let "out of sight" mean "out of control."
11. **Remember stored backup media when changing IT technology.** Especially if you're subject to long-term retention (and retrieval) requirements, don't let older backup generations become unreadable. Include backup migration in equipment-upgrade planning.
12. **Automate failure notification.** Don't rely on manual detection and alerting; it's too easy for processing oddities to become routine without appropriate people knowing.

Building A Better System And Data Backup Strategy

by Gabe Goldberg, APCUG Advisor, Region 2
destination.z@gabegold.com

Because operating without reliable backup risks corporate health and can be a profoundly career-limiting move, the most fundamental resolution for mainframe professionals is "backup, backup, backup." But beyond that, some may ask where to start and what to do? Challenges and opportunities to better preserve critical software and data resources divide—though not precisely—between technology and human issues.

Let's address backup—and its indispensable partner, restore—which are separate from more complex issues of business continuity (BC), formerly called disaster planning/recovery. While critical for BC, backup/restore are hardly a complete solution for it. Consider these tips and best practices:

Technology/Logistics Tasks

1. **Remember why you're doing this.** Let business reasons for backup govern your decisions. Consider disaster recovery, user errors, audit/disclosure/preservation requirements.

2. **Back up everything that matters.** Do you know where your data is? It's no longer just nicely boxed in server rooms. Besides servers, desktop and laptop computers, tablets and smartphones can contain essential nowhere-else data. If you'd miss it, back it up. Remember Hardware Management Console (HMC) data, and back it up regularly to a USB drive, DVD, via FTP, etc.
3. **Integrate backup processing and data as much as possible.** No matter why you're restoring data, it's messy and risky to have to use too many tools to recover varying format/location data.
4. **Ensure backups are complete.** Some utilities won't include expired files in full-volume backups, or won't write them to tape. After backup procedures are created, verify file inventories are complete.
5. **Plan ahead for restoring data in a recovery center.** Require vendors to provide emergency keys/

Human/Management Challenges

1. **Ensure BC.** Meaningful disaster planning/drill/recovery requires using standard live backup files to recreate enough production operation to remain in business. To avoid unpleasant surprises, restore and verify "everything that matters" working properly.
2. **Understand varying backups.** Full, incremental and differential backups have different purposes, strengths and weaknesses, as do tape, DASD, virtual tape and FlashCopy technologies. Apply them appropriately to data with special requirements such as DB2 databases, which benefit from DS6800 FlashCopy consistency groups, creating consistent point-in-time copies across multiple volumes.
3. **Back up critical files especially carefully and often.** What would you do without VM's system directory, TSO's user attributes data set (UADS), or a Resource Access Control Facility (RACF) database? Most directory management tools allow backing up directory files; it's useful and comforting to have a few copies, just in case. Always know which copy is authoritative and protect these files as critical, high-exposure data.
4. **Plan backup cycles to match business needs.** No backup plan or technology fits all situations. High volatility or transaction rates processing mission-critical or customer-sensitive data might need real-time offsite mirroring; ensure that it's far enough away to prevent both data centers being affected by the same incident. More leisurely environments handling fewer or more-easily reconstructed transactions might only require daily backups.
5. **Test backup/restore periodically.** Appearances can be

deceiving; backups seeming to run normally might not be doing anything useful. Occasionally—but reliably—test all backup aspects by restoring and verifying data. This also ensures that restore processes aren't used for the first time in a crisis situation. Even if backups have worked flawlessly, that's not the time to learn how to restore data.

6. **Document everything.** This includes automatic and manual processes, tools used, file formats, data placements, error recovery, etc. Ensure information is current; don't let "small" changes creep in via oral tradition updates. Keep documentation duplicates onsite, at BC site, perhaps at operations or system programmers' homes, or on keychain USB drives. Write processes as non-technical, simple checklists that someone can handle cold when seeing them for the first time.
7. **Train operations and other staff on backup technologies and processes.** Ensure that everyone understands not just backup's critical nature but also how data is being protected, so they're not robotically following mysterious procedures.
8. **Train operators to notice and notify on oddities as well as failure/warning alarms.** It's too easy for minor glitches to be ignored and grow into major problems.
9. **Educate users and management in what's done and what's possible.** Help them be realistic in expectations and demands. Ensure they have a voice in designing and planning backup protections. Backup/restore/BC are *not* purely technical issues; they're fundamental corporate and line-of-business decisions.

10. **Provide user-initiated restore.** Within reasonable and announced constraints, allow users to automatically restore files without technical support. Of course, ensure that only original data owners can do this.

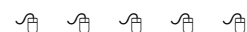
11. **Backup is not archive.** Be clear that backups are not forever and that arbitrarily old data cannot be restored. If desired, provide file archiving—user-driven or automated—separate from backup.

12. **Consider risks of human error or malicious behavior.** Online-only backup might be vulnerable to simultaneous destruction of original data and all copies. So, combining online/offline/offsite backups adds reliability, as does separation of duties requiring multiple people to perform sensitive tasks.

As mundane as managing backup is, no "Backup Professional" certification is available. It's a foundation of data center survival. It's best when never needed but potentially catastrophic when missing. Once established and verified, backup processing needn't be burdensome, as long as it's remembered and integrated into change management.

Gabe Goldberg has developed, worked with and written about technology for decades.

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If your e-mail or mail address changes, please e-mail: secretary@SterlingHeightsComputerClub.org

The Problem: Muffled Sound

by Steve Baer, Feature Writer, Hilton Head Island Computer Club, SC
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Lately when I'm with groups of friends there is an increasing chance that some subset of people will complain to me about how bad TV and DVD sound is getting, and how hard it is to at times to understand the dialog. I have been noticing this myself and decided to try to understand what is happening. There are several things going on, all of which conspire against us.

1 – As we get older our ears become less able, especially at higher frequencies. This is called Presbycusis, and there is good information on it on the web. Coming from Bell Labs, I learned about this almost 50 years ago, but I never thought it would apply to me!

2 – Many of the newer flat-screen TV's have very small bezels, and hence have small speakers or worse, put them at the sides or rear. When we put these sets in cabinets, or bookcases, the sound – especially the high frequencies, gets absorbed in the cabinets.

3 – Many DVDs have a very large dynamic range, the difference between the softest and loudest parts. Hence, in order to avoid being blown away during a car chase or explosions, we lower the volume overall. Then at the dialog passages, the sound is too low for our older ears.

4 – Many new DVDs are encoded with multi-channel sound. When you play the DVD, you probably have seen the setup menu where the multi-channel options are labeled with terms such as: 5.1, 6.1, 7.1, DTS, THX, etc. This refers to the number of channels of sound that are in the film, if you have the equipment to decode and the right number of speakers. (The .1 represents the sub-woofer channel.) One of these channels is the center

channel that usually carries most of the dialog.

If you have made an incorrect selection on the DVD setup menu or an external amplifier, and are trying to play back multichannel sound through a system without all the multi-channel speakers, you will miss a lot of the audio. If you are watching a movie through an ordinary TV without multi-channel sound capability, be sure to pick the appropriate audio option on the movie setup menu.

Some Solutions

There are some ways around these problems:

1 – Many people use a product such as "TV Ears" which wirelessly puts the sound into stethoscope type earphones that they wear. I have tried these, and they work extremely well. However, they are expensive and I have found them to be mechanically fragile. I have already had to repair two sets for friends – both failing in the same way.

(Perhaps newer models are better made.) Two people would also require two sets. Be sure that you understand where the base station will plug in to your system in order to broadcast the audio to the stethoscope part.

2 – Several of my friends have supplemented the flimsy and poorly aimed speakers in their TVs with sound bars such as shown in the figure below. This is a Vizio model available from Wal-Mart for about \$100. This does not solve the multi-channel problem, but for one or two channel sound, with the speakers facing the listener, they work amazingly well.

In my experience, good one or two channel sound is far superior to poor multi-channel sound. I heard this

particular sound bar unit a few nights ago and I was amazed at the clarity. It is an active speaker, meaning that it has its own small amplifier built in. It can receive audio input from your DVD player or your TV set via red (right) and white (left) type of standard RCA cables. Some sound bars also have digital inputs for more complex setups.

3 – If you use an amplifier to drive a multi-channel speaker system, make sure that the center channel speaker is aimed, directly firing at the listener. Also raise the treble to make up for your possible high frequency loss from Presbycusis.

Finally, many amplifiers will have a compression setting that minimizes the differences between loud and soft passages. Make sure that you engage that feature. I recently did these three things in my system, providing a large improvement in intelligibility.

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups.



Last Month's Meeting

SHCC was pleased to welcome back Mr. Richard Tapaninen of Micro Center. Mr. Tapaninen presented "What's Hot for the Holidays". As before Mr. Tapaninen had an interesting and informative presentation about many things available at Micro Center that I'd like to see under my tree.



WYSIWYG WEB WATCH (www)

By Paul Baecker

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This column attempts to locate sites containing valuable, amusing and free content, with no overbearing pressure to purchase anything.

Send your favorite entertaining, helpful or just plain useless sites (a description is optional) to the e-address noted above, for inclusion in a future WYSIWYG issue. Also check the SHCC web site ("Web Page Reviews") for previous gems.

Register to have e-mail alerts sent to you whenever the International Space Station (ISS) is due to pass overhead in your area.

<http://spotthestation.nasa.gov>

MathBits is devoted to offering fun, yet challenging, lessons and activities in secondary and college level mathematics and computer programming for students and teachers.

<http://mathbits.com>

Observe the computer waging war against itself. Come back in a few hours to see which side won.

<http://www.sylloge.com/5k/entries/17/>

Rotate the pipes so that all ends are closed. Each puzzle is increasingly challenging.

<http://www.gamesforthebrain.com/game/rotate2/>

64 = 65. Or does it?

<http://www.uncg.edu/~whanthon/illusions/64-equals-65.gif>

Current position of the ISS. Updated each minute.

http://www.spacefacts.de/english/e_position.htm

Click on the Macomb County zip code map to select an eatery and view its Food Service Establishment Inspection Report for recent violations and corrections.

<http://macombcountymi.gov/publichealth/foodprotection/EnvHlthFoodInspections.htm>

Zombie Trailer Park – annihilate the attacking zombies before they annihilate you.

<http://www.newgrounds.com/portal/view/555446>

View Mayan ruins in Central America. Select site from map, view description, and click on 'photos' for viewing angles. Some have artifact/museum links as well.

<http://www.mayaruins.com>

History of military and political conflicts from decades BC to present year, using a timeline which pinpoints incidents on a map. Each incident contains description of related events.

<http://www.conflicthistory.com>

Microsoft Malware Protection Center – a Threat Research & Response Blog. Keep abreast of new malicious code instances and assorted vulnerabilities.

<http://blogs.technet.com/b/mmpc/>

Free downloadable security tool that provides on-demand scanning and helps remove viruses, spyware, and other malicious software. It works with your existing antivirus software.

<http://www.microsoft.com/security/scanner/>

Desktop QR Code reader for Windows. Decodes QR Codes directly from images on your PC's screen or from within documents.

<http://www.codetwo.com/freeware/qr-code-desktop-reader/>

Site provides instructions on removing your account or public profile from many popular websites, including Skype, Facebook, Windows Live, more. Also cautions about sites which do not allow deletions.

<http://www.accountkiller.com>

Watch full-length PBS shows online.

<http://video.pbs.org>

Desktop QR Code reader for Windows. Decodes QR Codes directly from images on your PC's screen or from within documents.

<http://www.codetwo.com/freeware/qr-code-desktop-reader/>

Free tool for drawing on Internet maps and then sharing them.

<http://www.scribblemaps.com>

World and regional Internet usage. View global stats, then click on individual continental breakdowns. You may be surprised at the comparisons.

<http://www.internetworldstats.com/stats.htm>

Ubuntu-based GNU/Linux live distribution, created as a project of digital forensics, offers a complete forensic environment that is organized to integrate existing software tools as software modules and to provide a friendly graphical interface.

<http://www.caine-live.net>

Listen to the dialects of English in each of the United States.

<http://web.ku.edu/~idea/northamerica/usa/usa.htm>

Link and remove all matching tiles to continue to the next level.

<http://www.smart-kit.com/s8356/magic-links/>

That's all there is.

<http://www.w3schools.com/html/lastpage.htm>