



THE WYSIWYG



\$3.00

February 2014

Volume 26, Issue 2

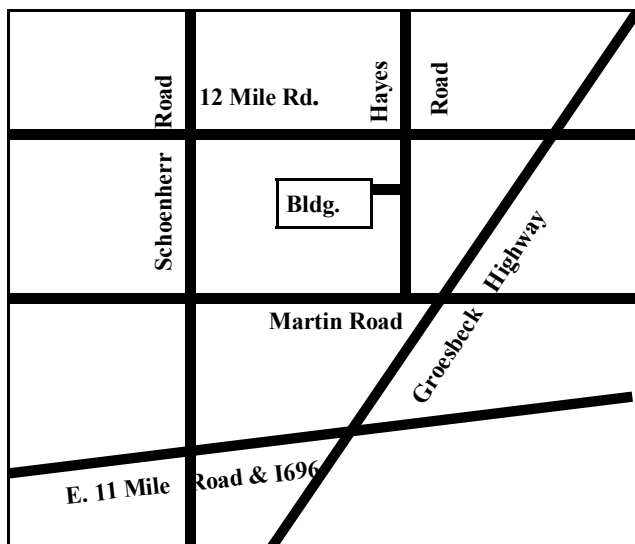
STERLING HEIGHTS COMPUTER CLUB

PO Box 385

Sterling Heights, MI 48311-0385

MAIN MEETING: TUESDAY FEB 4 7:30PM

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



IN THIS ISSUE:	
About SHCC	2
Door Prizes	3
The President's Pen	3
Emergency Cancellation Procedure	3
The Web Of Unintended Consequences	4
How To Find A Lost Document And Other Filing Tips	5
Free Internet Faxing Services: No Machine Required	7
Sources Of Support For Linux, Open Source Software	8
What TO Do If You Think Your E-mail Has Been Hacked	9
WYSIWYG Web Watch	10

This Month's Main Meeting Topic:
"Internet Safety: The New Threat Landscape and What YOU Should Know," by Reserve Deputy Jaime Martinez from the Macomb Area Computer Enforcement (MACE) unit

SIG Meeting:

To be scheduled in
March at the
Sterling Heights
Public Library

(The SIG will plan to meet every other month, at this location, if people continue to attend.)

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 SIG. 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

Resource People:

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
Publicity	Patrick Little
Resource People	open
SIG	Jack Vander-Shrier
Welcome & check-in desk.	Jim Waldrop
Web Site	Don VanSyckel
Web Watch column	Paul Baecker

Contact Information:

Paul Baecker	586-286-2314	webwatch@sterlingheightscomputerclub.org
Mike Bader	586-447-6683	mbbader@flash.net
Lindell Beck	586-939-4278	Ljb48312@gmail.com
Ron Frederick	586-294-5687	frederic@gdls.com
Jerry Hess	586-566-6166	jhess@comcast.net
Rick Kucejko	248-879-6180	rick@kucejko.com
Patrick Little	586-264-1497	pblittle@wideopenwest.com
Sharon Patrick	586-268-3626	espee37@att.net
Rick Schummer	586-254-2530	rick@rickschummer.com
Don VanSyckel	586-731-9232	don@vansyckel.net
Jack Vander-Schrier	586-739-5952	jvanders@comcast.net

(Call Jack after noon)

2013 SHCC Officers

President: Don VanSyckel
 V. President: Mike Bader
 Secretary: Rick Kucejko
 Treasurer: Paul Baecker

Four Month Meeting Schedule:

FEBRUARY 2014

4 - SHCC- "Internet Safety: The New Threat Landscape and What YOU Should Know," by Reserve Deputy Jaime Martinez from the Macomb Area Computer Enforcement (MACE) unit
 4 - COMP meeting
 9 - SEMCO meeting

MARCH 2014

4 - SHCC- Main Meeting
 5 - COMP meeting
 9 - SEMCO meeting
 ? - SIG meeting

APRIL 2014

1 - SHCC- Main Meeting
 2 - COMP meeting
 13- SEMCO meeting

MAY 2014

6 - SHCC- Main Meeting
 7 - COMP meeting
 11 - SEMCO 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: www.opcseniorcenter.org go to "Activities - Programs", then to "OPC Computer Club" for club information.
 No cost for residents to join or attend meetings. \$150 fee for non-residents, (full facility usage) or \$1 per meeting.
 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

© Unless stated otherwise, all materials contained in this newsletter are copyrighted by the Sterling Heights Computer Club. License is hereby granted to other clubs (non-profit) to reprint with credit.

The WYSIWYG was printed by STERLING PRINTING AND GRAPHICS, located at 35976 Mound, Sterling Heights, MI 48312.

The President's Pen

by Don VanSyckel



Last month was the first time in 25 years that SHCC has canceled a meeting due to weather. I hope everyone got the email notification. This is yet another reason why you want to keep us informed of an email address change. We did have one other meeting canceled back when we met at Carpathia Club. The club manager didn't check the schedule and 'thought' we weren't meeting on January 2nd so he didn't show up that night. I guess two times out of 253 isn't too bad of a record.

Have you heard the news about WinXP? Previously Microsoft announced that they would stop all support of WinXP on April 8, 2014. There are literally tens if not hundreds of millions of PCs still running WinXP. People and companies are not flocking to move on. You know, if it ain't broke don't fix it. This realization has apparently hit Microsoft. They have not changed the end of support date for WinXP OS but they have announced that they will continue to provide updates to WinXP security products including Windows Security Essentials, at least for now. The security updates do not include updates to the basic WinXP OS. Microsoft recommends using current security products to protect any PCs running WinXP.

On to other things. Do you use any type of coupons or are you affluent to the point where money is of no concern? Well jump to the next paragraph if you're in the second category. From time to time I apply for a coupon sometimes at a web site and sometimes from an email. Most times the vendor has some scheme baked in to the process so you can only print the coupon once, particularly if it's a really good coupon (deal). That's OK. I don't know exactly how they do it but I assume it's either a cookie in some odd company that is not apparently associated or some feature of you PC or connection is recorded by

the web site. There is a second type of coupon printing that requires you to 'allow' the installation of some software. This is ridiculous, the software obviously does more than just print the one coupon you want. They are spying on you. I'm not claiming that any of these software packages are attempting to do identity theft, but the software is certainly placed there to do more than you are lead to believe. I never allow any of these software packages to be installed I send a note to support or marketing at the company stating the coupon won't print. I don't mention that it could be because I refused to install their software. Most mail a coupon, sometimes it's better than the one I didn't print. I know just clicking OK and installing their software is easier and you get the coupon instead of waiting, but the right path in life is rarely the easiest.

This month we are please to welcome the speaker who was scheduled for last month and agreed to come this month. "Internet Safety: The New Threat Landscape and What YOU Should Know" will be presented by Reserve Deputy Jaime Martinez from Macomb County Sheriff's Office. this is a topic you shouldn't miss. I'm doing my part by not allowing miscellaneous software to be installed just to print a coupon.



Last Month's Meeting

SHCC canceled its meeting due to MCC closing the campus due to weather.



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

SHCC Emergency Cancellation

The Sterling 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, but instead 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.



Door Prizes

The SHCC offers door prizes at most regularly scheduled club meetings. In January there was no club meeting due to bad weather.

FOR SALE

The following are available for sale. All have been checked and refurbished by certified HP repair. Contact Don VanSyckel for details.

- HP Laserjet 3055 multi-function (all-in-one)
- HP Laserjet 5000GN wide format printer
- HP Business Inkjet 2600 color (wide format)
- HP Laserjet 5 new fuser/and gear train asm./toner
- HP Laserjet 4 refurbished/new toner

The Web Of Unintended Consequences

by Greg Skalka, President, Under the Computer Hood User Group, CA
www.uchug.org President@uchug.org

For all those new high school graduates out there, the World Wide Web has been around all of their lives. Even most new college grads have never known a time without the web. Though the Internet, a global computer network, has existed since the 1960s, the World Wide Web has existed publicly for only 20 years. Tim Berners-Lee, then an employee of the European nuclear research organization CERN, created the framework for linked information in 1989; it went into the public domain on April 30, 1993. Berners-Lee hosted the first website on a NeXT computer with the intent to allow physicists around the world to share information. To commemorate the anniversary, CERN has resurrected that first web page, which explained the basics of the web and how to use it (see <http://info.cern.ch/hypertext/WWW/TheProject.html>).

I wonder if Tim Berners-Lee could have anticipated the impact the web has had on life today. While he no doubt intended it to be a space to exchange information, fostering creativity and collaboration, the fact that it has become so much more has me considering the unintended consequences of his creation. What do we now have, 20 years later, as a result of that first web page, and what price have we paid?

Whole industries have been created and fortunes made (and lost) in servicing the web. Our lives have been made easier, and the world has been made a smaller and more interconnected place by the resources available to anyone on the planet (and even on the International Space Station) from the World Wide Web. Though there are great global benefits in the free exchange of information it provides (at least in most countries), even helping to topple repressive governments, some would argue there are also detrimental consequences to its

spread. The web has made good and useful information freely available to anyone with Internet access, but it has also allowed those with bad ideas, racist attitudes and radical goals to put their views and information before a worldwide audience. As with any new environment, it didn't take long for criminal activity to find it, and for governments to look at it as a new battlefield.

The World Wide Web could be thought of as an application running on the Internet, and while it is not the only Internet service typically in use today, it enables or enhances the use of most others. Although email and streaming media don't require the web, most people access them through it. It is hard to imagine social media and web commerce without the web.

A great deal of new wealth has come into the world as a result of the web, not even counting that from e-commerce. The web provided a primary reason for personal computer use and fueled the expansion of the fledgling personal computer industry.

Without the web, there would have been no "browser wars", and all those Netscape employees would have been without jobs. Today most computer users would cringe at having to use dial-up Internet access; the need for web connection has driven a worldwide broadband infrastructure expansion. New telecom technologies have been developed and the companies that promoted them have prospered as a result of this demand for web access, especially mobile access. Our own San Diego economy has benefited greatly from this infrastructure build-out driven by the need for improved web connections. Qualcomm pioneered new cell phone technologies that now carry more data than voice traffic, and have developed new processors that power smartphones. ViaSat

in Carlsbad is planning to develop and launch their second satellite to help provide cheaper broadband satellite service to areas of North America not served by wired broadband. All that economic development and the related benefits (like jobs) that it provides are the result of Berners-Lee's development twenty years ago.

The popularity of mobile computing, using laptops, netbooks, smartphones and tablets, came out of the use of the web. What would be the point of having a tablet or smartphone, devices primarily oriented towards consumption of content, if the World Wide Web were not there to provide that content? Devices like the Chromebook, which are pretty much useless without web access, and concepts like cloud storage exist only because of the web. Big technology companies like Apple, Intel and Microsoft owe a lot of their success to the existence of the web.

Google, of course, is the best example of economic success driven by the web, as a search engine is unnecessary if there is no web to search. The concept of making money from web advertising was another unintended consequence of the web's development.

E-commerce was probably unanticipated by Berners-Lee, yet it has grown into a significant economic factor worldwide. The ability to easily comparison shop products from all over the globe is definitely a great benefit, one that has become so popular that it is sometimes blamed for the demise of traditional "brick and mortar" stores. Today's political battles over taxes on Internet sales would not be happening were it not for e-commerce on the web. So many personal and financial tasks can now be more easily performed on the web, including paying bills, registering to vote, booking travel and applying for college. Web banking has revolutionized personal finance and the banking industry, providing greater competition in the industry (including web-

only banks), but no doubt costing jobs in local branches.

Without the web, there would be no YouTube, no Facebook, no Google Maps, no iTunes and no eBay. All these beneficial things owe their existence to the web, yet there are also unintended consequences, many of the quite detrimental, to all that information so easily accessible.

Could Berners-Lee have anticipated the growth in Internet porn facilitated by the World Wide Web? Or how much time people might waste on Facebook? Or how much deception might go on in online dating site profiles? Or how much productivity is lost by employers each year on Cyber Monday, the Monday after Thanksgiving, when employees are lured by marketers into shopping online from work? Cybercrime, cyber bullying, cyber-attacks; these are all unintended consequences of having the World Wide Web. Unfortunately, along with the benefit of web page links that take you to the information you want are corrupted links that hijack your browser and take you to undesirable sites, or facilitate the loading of malware on your computer. With useful web access also come denial of service attacks, where groups or individuals with malicious intent attempt to make web sites unavailable to intended users.

With more and more business and infrastructure information and systems connected to and accessible through the web, the threat of misuse of that information and access becomes greater. Cyber spying by criminals and governments unfriendly to our own is costly to businesses, individuals and our country's economic and military security. There are legitimate concerns about terrorist threats to our infrastructure through cyber attacks. Investigations into recent terrorist acts often lead to web sites where groups hostile to our country and our way of life promote their views, recruit members and provide how-to information

on bomb making and other terrorist tactics.

The cyber threat is so significant that our own military has a specific branch devoted to cyber security and warfare, the U.S. Cyber Command. Our adversaries are increasing their hostile cyber activities, requiring us to fund a growing cyber capability for our defense in that arena.

On a personal front, the presence of the web has had unintended consequences for my finances. In addition to all the personal financial benefits I've received from the web, there are added costs as well. All that connectivity comes at a price. For me that cost is around \$100 a month, for cable Internet access at home and smartphone data plan expenses for family members. My own personal security costs add up as well. While viruses and malware can be spread through removable media and emails, a lot of the threat comes from the web. Would I need to have so many antivirus and anti-malware programs if the web did-

n't exist? Would I need to go to such great lengths to keep track of hundreds of unique and complex passwords to protect my financial and personal information in all my web-based accounts? Would I need to worry about doing everything right in terms of cyber security but still having my identity stolen by criminals that hacked the web site of a careless online merchant I purchased from?

With each anniversary of the World Wide Web, we should be grateful to Tim Berners-Lee for all the benefits the web has brought us. It has profoundly changed our lives and culture, mostly for the good. We must also be aware that almost everything that seems good comes with unintended consequences.

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



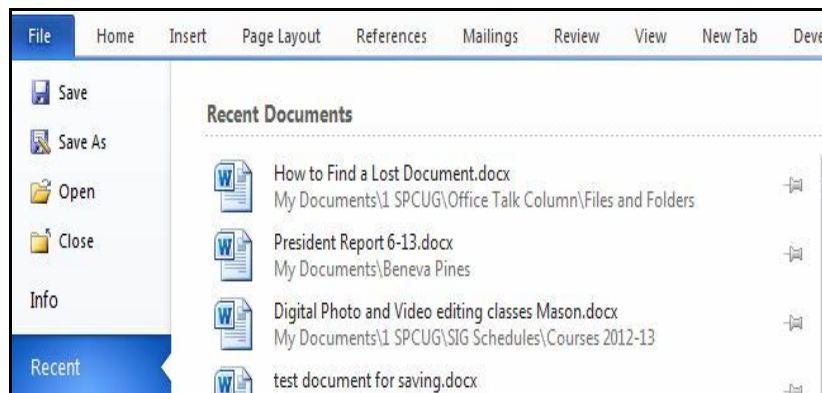
How To Find A Lost Document And Other Filing Tips

by Nancy DeMarte, 1st Vice President, Sarasota PC Users Group, FL
www.spcug.org ndemarte@Verizon.net

I suppose you're thinking this could never happen...until it does. You have a large number of folders full of documents and photos on your computer. One day you need to find a letter that you wrote and saved a week ago, but can't remember

what name you gave it or which folder you saved it in. Here are some ways to find that document:

Look in your Recent Documents list: (see below). Open Word 2010 or 2007 and click File, and you will see a list



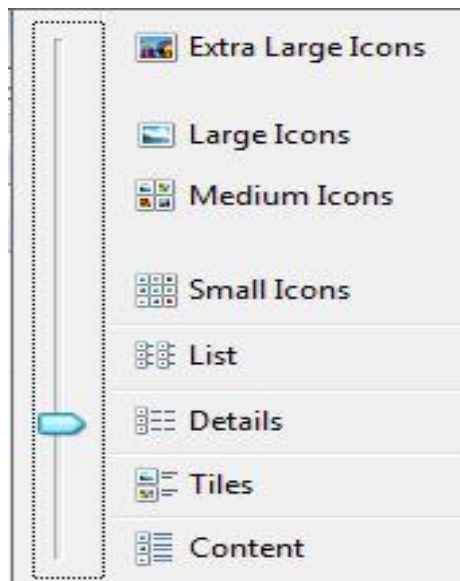
of documents you opened recently. If you haven't opened more than about 20 documents since you saved the letter, it will be on the list. If you find the letter, you can open it from the Recent Documents list. But before you do that, it's a good idea to take note of its "path," so you'll know exactly where it's stored. The path of a document file in Word 2010 is shown below its name in the Recent Documents list. It is represented by a string of folders, starting with the largest folder, My Documents, and ending with the sub-folder in which the document is stored. As shown, the path for this article is "My Documents\1 SPCUG\Office Talk Column\ Files and Folders." In Word 2007, the path is missing in the Recent Documents view, but with a few steps, you can find it. Open Word 2007 and click the Office button to open the Recent Documents list. Click a recent document to open it. Then click Office button – Save As. In this window the path of the document appears in the address bar across the top. The last folder in the string of folders is where the document is stored.

You can keep or "pin" any Recent Document to the list for easy future access by clicking the pushpin icon next to it. You can also right click a recent document in Word 2010 and select "Remove from list." Recent files lists exist in most 2007 and 2010 Office programs.

Search your computer: In Windows 7, click the Start button at the left end of the taskbar, then type in the search box one or more words which you guess are part of your lost letter's name. If your guess is correct, the letter should appear in the Files list and can be opened from there. Sometimes, however, a Windows 7 search does not find files stored too deeply in sub-folders. Windows 8 offers a more targeted search. Open the Charms from the Start Screen and click the category of item you're looking for, such as Mail or, in this case, Files. Then type your search words in the Search box.

This tool searches inside all levels of sub-folders in the category and returns a list of possibilities. It searches not only file names, but also the body of the document.

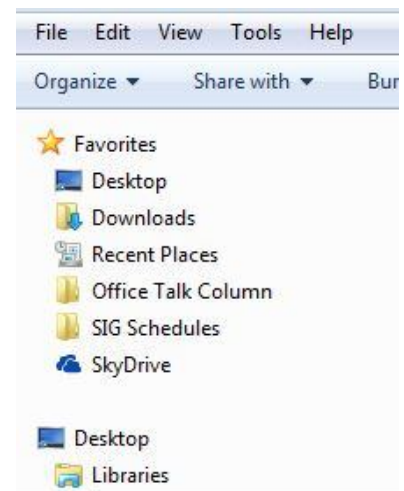
Make use of File Views: The contents of any folder on the computer can be viewed in various ways, but some views fit certain kinds of files better than others. It's easiest to find a document in a file list using the Details view, (see below) which is a list which includes File Name, Date Modified, File Type, and Size. A photo is best viewed as an Icon or Tile, which shows a thumbnail of the photo, its name, and file size. To change the view of a file list in Windows 7, open a folder, then click the Views icon at the right end of the menu bar. By moving the slider, you can preview how different views affect your list before making your selection.



If your letter does not appear in Recent Documents and is not found with a Search, you can open My Documents and scroll to the bottom of the list of folders to see unfiled documents. If it isn't there, then open a sub-folder where you guess it might be. Set the view to Details, and sort the list by Date Modified, which will put recently opened files at the top of

the list. To sort, click the heading of the Date Modified column. Reverse the sort order by clicking the heading again. File names sort alphabetically; dates chronologically.

Add folders to your Favorites: Much like the Favorite websites list you keep in your Internet browser, Windows provides a convenient spot for you to park folders that you open frequently. Open Libraries. In the Explorer Window, at the top of the navigation pane on the left, you'll see a section called Favorites. A few folders are listed there by default, but you can customize this list with your own folders.



I keep my SIG Schedules and Office Talk Column folders there because I open them frequently, and because opening a Favorite folder takes only one click. To add a folder to Favorites, make it visible in the main Explorer window (but don't open it), then click and drag it left onto the word Favorites, or use Copy and Paste. A Favorite folder is synchronized with the original one. Whenever you make a change to files in the original folder, the change will also appear in the Favorites version and vice versa.

File Management is one of the most difficult skills to master in a Windows environment. And each new version of Windows changes the system just enough to cause confusion.

The more you understand how files and folders are stored and organized on your computer, the more control you'll have of your documents and other important files. You won't have many lost documents, either.

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



Free Internet Faxing Services: No Fax Machine Required

by Bob Rankin, Ask Bob Rankin
www.askbobrankin.com

Reprinted with permission
<http://goo.gl/Jhh9XE>

Dump your fax machine, the Internet has made this dinosaur obsolete. Think of the savings on toner, paper, and time when all you really need these days is a cell phone, PDA, or PC. I have a big list of sites for you that offer free Internet faxing services. Some of them are completely free, while others offer free or limited trials. Pick the online fax service that suits you best...

FaxZero lets you send free faxes from a simple web-based interface. Just enter the sender and recipient info, type in your message, and hit the "Send Free Fax Now" button. The rich-text editor lets you add basic formatting, highlighting and fonts to your text. You can also fax a file from your hard drive. Supported file formats include PDF, Microsoft Word (DOC, DOCX or RTF), Excel spreadsheet (XLS or XLSX), image files (PNG or JPG), TXT, HTML, and PowerPoint (PPT). You can attach multiple files, but the combined size of all attachments must be 20MB or less.

And yes, it's really free to send a fax to anywhere in the USA or Canada. You can send five free faxes per day, each with a maximum of three pages. No ads are inserted on your faxed pages, but the FaxZero logo will appear on the cover page of your outgoing fax. You can even use FaxZero to fax your U.S. congressperson or senator. I've written more about FaxZero in my Send a Free Fax article.

GotFreeFax is basically a clone of FaxZero, with some minor differences. You can send 2 free faxes daily to the USA or Canada, with a 3 page per fax maximum. No ads or branding appear on the cover page. GotFreeFax supports PDF, Microsoft Word, Open-Document Text (.odt), and Rich Text (.rtf) file formats only. One unique feature is the ability to substitute tokens in the message, such as {RECEIVER_NAME}, {RECEIVER_COMPANY}, and {RECEIVER_FAX}.

PamFax is another free faxing service that offers 3 free outgoing pages (after signup) with no ads. You can also get a free fax number for inbound faxes. PamFax has an address book for convenience, integrates with Outlook, and works with popular cloud services such as DropBox, Google Drive, and SkyDrive.

PopFax is yet another free fax sending service. Like the others, you can input a brief text message, or upload a document from your hard drive. But I can't recommend PopFax for several reasons. In the Terms of Use on their website, it says that PopFax does not guarantee "the possible alteration of the data sent by the User nor the service availability." It also says they are not liable for damage "following to an alteration of the User data transfer." This could be badly translated legal mumbo-jumbo, but yikes! Also my Chrome browser crashed when trying to send a DOC file with PopFax. On another attempt, it said my fax number was "invalid." After sending a test

fax to another number, it never arrived. Of course, your mileage may vary, but with so many other choices, I'd steer clear of PopFax.

Sign up with K7, a messaging system that will send free faxes and voicemail to your email address, with an option to view or listen to your messages via the web. You get a free fax/voicemail number which you can give to your family, friends, and business buds. Just sit back and wait for the faxes to start dropping into your inbox as email attachments. If a K7 number is inactive for 30 days (no incoming voice or fax messages), it will be terminated. K7 cannot be used to send outgoing faxes. My companion article Free Inbound Faxing goes into more detail about Faxaway, an almost-free service that forwards incoming faxes to your email.

eFax claims that they are the largest online network on the planet with over a million subscribers in 2,500 cities and 27 countries. Also known as Zipfax, you can send and receive faxes as email attachments. You simply use the recipient's fax number and eFax's address. The 30-day freebie allows you to send or receive up to 150 pages. If you don't cancel during the initial month, you will be charged \$16.95 per month. See also Free Inbound Faxing for more details on eFax Limited Accounts, a free service that forwards incoming faxes to your email.

Nextiva Fax offers a 30-day free trial, including 500 free faxes. Send a fax by email, or send and receive faxes from Microsoft applications. Instead of hitting the print button, simply select "fax" right from Word, Excel, etc. Nextiva also lets you send and receive faxes from mobile devices. After the trial period, you'll be \$8.95 per month, unless you cancel.

RingCentral is designed for small businesses, not only can you receive and send faxes via email, they can supply you with toll-free fax numbers, custom greetings, an auto-receptionist, voicemail, and multiple extensions.

The company offers a 7-day free trial, during which you get 500 free fax pages. After the trial period, you'll be \$7.99 per month, unless you cancel.

I couldn't find a smartphone app that sends free faxes. There's an app called scanR that's supposed to do that, but apparently it's defunct. CamScanner is a free app that turns your iPhone or Android smartphone into a scanner, fax machine and PDF creator. Take a picture of a document, receipt, busi-

ness card, etc. CamScanner turns it into a searchable PDF that you can fax, print or upload to various cloud storage services. Faxing costs 99 cents per page.

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



Sources Of Support For Linux, Open Source Software

by Bill Wayson, Channel Islands PCUG, California

www.ccokc.org editor@ccokc.org

An important responsibility of any user of computers and technology is knowing where to get help. This month I will (again) discuss some of the places users of open source software can find help and how to identify whether or not the help offered is any good. There really is no shortage of people and places willing to provide support, most of which welcome people willing to help others. Here are some suggestions to get you started.

The Internet

The best source of support for Free and Open Source Software (FOSS) is the Internet. The Internet is where members of the open source community (which includes you, the user) meet. The Internet is the one open forum that can provide real-time feedback on FOSS as it is updated and patched. Tap into this knowledge base through your favorite Web search site. Creative search terms, such as an error message, can result in just the solution you are looking for.

The types of information you will find fall into three categories: FOSS-oriented sites; FOSS vendor sites; and FOSS mailing lists and discussion forums. Many FOSS-oriented sites are great gateways to FOSS in-

formation. Try Linux Online (www.linux.org) and LinuxQuestions.org (www.linuxquestions.org). Many more sites like these exist, and each deserves a look. One that merits special attention is The Linux Documentation Project (www.tldp.org). This is the home of the HOWTO collection, a community-maintained FOSS documentation project. Topics covered there range from setting up a three-button mouse to a Web server. Some HOWTOs may be a bit old, but others actively follow the latest developments.

Most companies that create and distribute Linux have their own websites. If you search on Linux Mint, openSUSE, Red Hat, or Ubuntu, you should be able to find their home pages easily. Usually you will find links to knowledge bases, support forums, and bug tracking. Purchasing a vendor's official Linux distribution usually entitles you to toll-free phone and email support, and access to reserved web sites.

Searches for support will invariably return links to messages in mailing lists and discussion forums. The online forum, basically an online conversation, has become a standard support offering of almost all providers of software. People post their problems

in the hope someone can help and will post the answer. These postings and solutions are immortalized in an archive of the discussion. Find a good one and make it a regular online hang-out.

On Your PC

Linux installations include a great deal of documentation on Linux itself and FOSS. If you have installed the source code for Linux, you'll find information in `usr/src/linux/Documentation/`. The information there can be helpful if you are having trouble with a specific piece of hardware. Application documentation can be found under `/usr/share/doc`. This information will range from very terse to extremely deep. You may also find HOWTOs installed under here.

You may find "Help" icons on your Linux desktop or application menu — most distributions include a help system. And don't forget the "man" (short for manual) and "info" (short for information) pages.

Use a terminal window under Linux to enter the command "man man" and "info info" to get started. The man system is the traditional source of application and utility reference information. The newer info system, which is slowly replacing it, sports hyperlinks and better document organization.

User Groups

User groups can be great sources of information and support. CIPCUG has its Linux SIG. Nearby are the Simi/Conejo Linux Users Group (www.sclug.org) and the Ventura County Linux Users Group (www.vclug.org). A trip to one of their meetings could be worthwhile. To find other user groups, simply search for "linux user group" and a city. This is sure to return results for any city of any size.

These groups often have very good websites and mailing lists, and I have never had a problem joining their mailing lists.

Magazines and books

A trip to the computer section of any large bookstore will offer you many, many books that cover all sorts of subjects that are Linux- and open source-related. Books give you the ability to learn at your own pace. Some series to look for are the O'Reilly books, the SAMS Teach Yourself in 24 Hours series, and No Starch Press books. Before you go to the bookstore, think of three or four real questions that you have. Look at several books and see how easily and understandably your questions are answered, and choose the book that does this the best. Also look for magazines that cover Linux, like Linux Magazine (www.linuxpromagazine.com) and Ubuntu User (www.ubuntu-user.com). These are sold at the larger bookstores.

Information is there just for the asking. It is true that there are very few instances of "1-800-LINUXHELP" support, and most of these cost money. But once you start using the resources described above, you will discover that there is no shortage of support for, and information about, Linux and other FOSS. As you become comfortable using these resources, the perception that you are on your own when you use Linux and FOSS will fade and disappear as a reason to not give Linux and FOSS a try. It all starts with looking.

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



What To Do If You Think Your E-mail Has Been Hacked

by John King, Contributing Editor, Golden Gate Computer Society
www.ggcs.org editor@ggcs.org

The first thing to do if you worry about email hacking is to change your email account password to something more complex than 123456. For best security, use a password such as Q*93im#&qrR-57\$. You'll never remember it and won't have any more email problems [insert snicker].

My Hotmail account was hacked a while ago. A human hacker or automated bot was indeed sending spam from my account on Hotmail. My local computer wasn't involved. Everything was happening on the Hotmail computers.

Spammers like to use other people's email accounts to send spam because it's free and makes the spam harder to block. After I changed my weak Hotmail password to a stronger one, the spammer/bot couldn't access my account; and the problem ended. Alternatively, a spammer may be simply

spoofing the return address of the spam using your email address to make the message less likely to be blocked. There's nothing that you can do to stop that. You could stop using that email address, but the spammer can keep using it as the return address anyway.

Fortunately, spam with your spoofed return address usually stops in a few days or weeks at the most. The spammer probably found your address without hacking your account, for example, from the address book of a friend, an intercepted email, etc. Nonetheless, changing your email password is still a good idea.

If your email is a POP account, as opposed to a web mail account such as Hotmail or Gmail, the odds are higher that your computer has been hacked, which is a much larger problem. The best solution is to restore a backup system image made well before the

hacking was suspected. The chance that you have a backup image to restore is as likely as the intruder putting money into your bank account, but this instance is when you want backups. Lacking a backup, you can thoroughly scan your system with several antimalware products in addition to your normal antivirus product.

Again, you should change the passwords for your Internet Service Provider, router, and email, and be sure that your Wi-Fi network is protected with the highest level of security possible. People often hate passwords on computers; but if any computer on the network was hacked, all computers on the network should have logon passwords. Fortunately, protecting the network is enough in most cases.

Personally, I'd suggest you change your email password, scan your computer with your up-to-date antivirus software, and wait to see what happens. If possible, do not do any online shopping or banking until some time has passed to confirm that only your email was hacked. Also watch for any suspicious activity on credit card and bank accounts.

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



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.



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

WYSIWYG WEB WATCH (www)

by Paul Baecker webwatch@sterlingheightscomputerclub.org

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.



Thousands of free printable Sudoku and logic puzzles, mazes and more. Puzzles are provided as small PDF booklets, with answers in the back. <http://www.krazydad.com>

Over 31,000 printable templates and documents for business, home, kids, seasonal events, more; links to other sites for similar offerings. <http://www.freeprintable.net>

Take 13-question quiz to test your knowledge of scientific concepts. <http://www.pewresearch.org/quiz/science-knowledge>

Interactive visual search tool allows displays the human body in great detail. Search multiple layers of the human anatomy, view systems and organs down to their smallest parts and their interconnectivity. <http://www.healthline.com/human-body-maps/>

Twelve essential points that everybody should know about privacy on the Internet. <http://www.techsupportalert.com/content/twelve-things-you-need-know-about-internet-privacy.htm>

Simple configurable online countdown egg timer. <http://e.ggtimer.com>

Over five hours of video training for new Windows 7 users. <http://www.pcsupport.tv/free-windows-7-step-by-step-tutorial-videos/>

Long list of Windows 7 keyboard shortcuts. <http://4sysops.com/archives/windows-7-keyboard-shortcuts-the-complete-list/>

Huge collection of infographics. Search by category or archive date, or just browse around. <http://www.infographic-directory.com/>

All about toasters -- pics and descriptions, toys, art, history, chronology, more. Downloadable promo booklet. <http://www.toaster.org>

Online version of the Telephone Game which translates your message to 20 random languages using Google Translate and finally translates it back to its original language. Is it the same? <http://www.translation-telephone.com>

Engaging content experience for sports fans -- stories, articles, news, scores, videos, more. <http://www.bleacherreport.com>

Collection of training videos on basics of computers, internet, e-mail, social media, Microsoft products, internet safety, use of money, more. <http://www.gcflearnfree.org>

Browse over 300,000 of the world's mountains in 3 different views -- List View, Map View and Photo View -- or by region in the Peak Directory. <http://www.peakery.com>

Hundreds of online puzzles to entertain you. <http://www.mypuzzle.org>

Utility for tweaking and optimizing Windows 7 & Windows Vista, 32-bit & 64-bit. <http://www.thewindowsclub.com/ultimate-windows-tweaker-v2-a-tweak-ui-for-windows-7-vista>

Use the Ultimate Windows Tweaker to customize your Windows 8 system to meet your needs. <http://www.thewindowsclub.com/ultimate-windows-tweaker-3-windows-8>

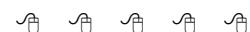
Basic aircraft design - explained simply with diagrams. <http://forum.kerbalspaceprogram.com/threads/52080/>

Accurate and reliable information on times, world clock and time zones, printable calendars, date calculators, sun/moon phases, weather, timers and time counters, more. <http://www.timeanddate.com>

Listen to your favorite podcasts, or browse and search for new interests. <http://www.podbay.fm>

Hundreds of online puzzles to entertain you. <http://www.mypuzzle.org>

Drive-in movie theaters and their history -- features online searchable database of almost 5000 drive-ins. <http://www.drive-ins.com>



World Wide Web Column on the Club Web Site

Check out the WebPageReviews section on the club's web site. You can see past web sites reviewed in the column on our club web page. They are arranged into various key word categories to help locate a specific site.