THE WYSIWYG

MAIN MEETING: TUESDAY JUNE 7
6:30 PM

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

IN THIS ISSUE:

This Month's Main Meeting Topic:
"Be Safe With A Full System Backup" presented by member Paul Baecker

PC SIG Meeting:
Tuesday, June 21 starting at 6:45 at the Sterling Heights Public Library (In The Conference Room - Second floor)

Sterling Heights Public Library

The Sterling Heights 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

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	Don VanSyckel
Greeter for visitors	Jim Waldrop
Newsletter publisher	Rick Kucejko
Program Coordinator	Mike Bader
Publicity	Patrick Little
Resource People	open
PC SIG	Jack Vander-Shrier
Welcome & check-in desk.	Jim Waldrop
Web Site	Don VanSyckel
Web Watch column	Paul Baecker

2016 SHCC Officers

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

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

Four Month Meeting Schedule:

JUNE 2016
7 - SHCC – **"Be Safe With A Full System Backup" presented by member Paul Baecker**
1 - COMP meeting
12- SEMCO meeting
21 - PC SIG

SEPTEMBER 2016
7 - SHCC – Main Meeting
8 - COMP meeting
11- SEMCO meeting
? - PC SIG

No SHCC meetings in July and August.

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, MI (810) 982-1187
Web Page: http://www.bwcomp.org
Reciprocating: Yes

South Eastern Michigan Computer Organization (SEMCO)
Time: 2nd Sunday at 1:30PM
Place: Altair, 1820 E Big Beaver Road, Troy, MI 48083
(248) 840-2400
Web page: http://www.semco.org
Reciprocating: Yes

Royal Oak Computer Club
Time: Every Wednesday at 12:30
Place: Mahany/Meineger Senior Community Center 3500 Marais Ave. Royal Oak, MI 48073
248-246-3900
Reciprocating: No

Contact Information:

Paul Baecker	586-286-2314	webwatch@sterling heightscomputerclub.org
Mike Bader	586-447-6683	mdbader@flash.net
Rick Kucejko	248-879-6180	rick@kucejko.com
Patrick Little	586-264-1497	pblittle@wideopenwest.com
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**)

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.

The President's Pen
by Don VanSyckel

Ready for summer vacation, so to speak? Remember, the SHCC main meeting is not held in July and August. The PC SIG is scheduled for June and currently tentatively for August. Rooms at the library can not be reserved this far in advance.

I am happy to report that we are signing up for another year at Macomb Community College (MCC). The MCC facilities management team has changed and our rent is going up. We have been receiving a reduced rate because we are not a company and we are open to anyone to join, but even so the rent is being raised. Next year, meaning next school year, September through June, SHCC will pay $150 a night for the use of the room. So this has brought up the subject of yearly expenses.

For the year currently ending, SHCC pays $125 a night. This is five member dues ($125 / $25). With 10 meetings a year this equates to 50 member dues. I estimate that all our other expenses are less than $400 a year or 16 member dues. This makes a yearly total of 66 member dues to break even.

The new rent increases the 66 member dues to 76. While we have more than 66 members, we do not have 76 members, so with all else being the same we will cross into deficit spending beginning in September. We do have some money in our bank account and can keep going. Our membership has been on a slow decline for a while. This is a normal thing with people getting older or moving. What we are missing is bringing new people into the club.

For talking purposes, I'm going to estimate to estimate rent going up $25 a year, membership going down five members per year starting at an average 70 for 2016-2017, and dues remaining at $25.

At -40 in 2020 we're out of business. Granted membership might not decline quite as quick or rent might increase slower. On the other hand these both could change against us. But the fact remains that if we continue to do business as usual the end is in sight, and it's just a matter of how long. Five years as above, two years, 10 years, no one knows for sure.

What can we do? Better yet what can you do? The obvious answer to me is to get more members. The officers can not do this alone. We need you to help. Bring a friend; bring two friends. If we brought in as few as five new member each year to replace the five members we lose, we'd change the -40 in the table able to a +10. This would extend things for a year or so. If we could bring in one new member each month we

could go on indefinitely, with the above assumptions.

Of course other options are
1) Raise dues. If you raise dues now you slow the decline of the treasury and extend the club's life. The bigger the raise, the sooner the raise, the longer the extension.
2) Then there is a combination, bring in some new members and raise dues some.
3) Find a place with lower rent, and 50 to 80 capacity, and PC projector with screen. We've looked several times in the past and didn't find anything that met all the requirements.
4) Last, there's the "I can't do anything" approach and we can plan the farewell party for December 2020.

We need to discuss the above. No rush decisions need be made, but we need to plan. How would you resolve this?

This month Paul Baecker will present full system backups. If you don't do backups, you should. Come find out your options. If you do backups, you might hear about something better.

☞ ☞ ☞ ☞ ☞

Door Prizes

Door prize drawings are held at regular club meetings. The winner's circle for April included:

Ralph Osinski won an APC modem/router backup unit

Mike Bader won a power strip

Rich Monk won a power strip

Paul Manning won commercial "AVG Antivirus" software

Louise Manning won fancy paper

Phil Renaud won printer paper

James Waldrop won a power cord

☞ ☞ ☞ ☞ ☞

Year	Income (Members)	Expenses (Members)	Deficit (Members)	Bank Balance (Members)
2016 - 2017	70	76	-6	124
2017 - 2018	65	86	-21	103
2018 - 2019	60	96	-36	77
2019 - 2020	55	106	-51	26
2020 - 2021	50	116	-66	-40

What Are Websites Doing With Your Personal Information?

by Ira Wilsker

WEBSITES:

http://www.govtech.com/data/How-Do-Websites-Use-Your-Data.html

https://identity.utexas.edu/privacycheck-for-google-chrome

https://identity.utexas.edu/idwise

https://identity.utexas.edu/strategic-partners

https://chrome.google.com/webstore/detail/privacycheck/poobeppenopkcbjejfjenbiepifcbclg

https://www.ghostery.com

You have likely noticed that the banner ads and other forms of advertisements on many of the web pages visited appear to "coincidently" be for many of the same items that you have recently searched for online. You may even notice that many of these ads are also from many of the same online sellers whose web pages you have recently visited. In some cases, you may also see online ads for direct competitors of previously visited websites, offering many of the same or similar products that you have looked at on other websites. It should not be surprising that the owners of many websites, as well as many third party advertisers, use a variety of tracking technologies to gather information on you, as an individual, the types of websites that you visit, and the products and services viewed. While many users find this targeted advertising interesting and useful, and even possibly necessary in order to support "free" web sites and online services, many others consider the gathering of such personal information as a gross violation of personal privacy.

Some of the more common methods of compiling and distributing this personal information and shopping preferences are the placement of "tracking cookies" on the user's device; web bugs or web beacons (small graphic files which transmit information when opened, often 1 pixel in size); and the dissemination (sale) of personal information entered on a website. Cookies are small, alpha-numeric and text based pieces of data which are by default, placed on the hard drive or other storage of the device being used to view a website; while some types of cookies are benign and necessary to compile shopping carts, store passwords and other login information, and save other information that can speed the web process, some other types of cookies may not be so desirable.

The most common type of unwanted cookies is often known as "tracking cookies", which are typically placed on the hard drive or other storage medium, just as other cookies, but these cookies can also be read by other third parties as a method of gathering information about the user, mostly for targeted marketing purposes. There are many companies that have a lucrative and highly profitable business selling access to the tracking cookies which they have previously been placed in storage, most often by simply visiting a web page. Almost all browsers give the users the option to control which cookies can be saved and accessed, but the default is to accept all cookies. Tracking cookies that are currently saved in the device storage can often be easily and quickly removed by most of the reputable (and often free) security scanners, such as Malwarebytes (malwarebytes.org) and SuperAntiSpyware (superantispyware.com).

What many users might find shocking is that they unknowingly and explicitly allowed many of the websites that they visit to place tracking cookies and other marketing information on their computers and smart devices. When I mention this to users at some of my security and privacy presentations, some of those present get very agitated, and vehemently deny that they ever gave permission for websites to place such information on their computers and other devices. My typical response is something to the effect of "Did you ever read the privacy statement on those websites when displayed, or simply click on the "I Agree" box when first visiting them?" Most of the honest, but still aggrieved users, acknowledge that they never fully read the privacy statements on the websites visited, with the typical response being that the privacy statement is too long to read, or it is written in "legalese" which they cannot readily understand, so they simply "agree" in order to get access to that particular website.

Complex privacy statements, often blindly agreed to, have been a popular tool to legitimize the placement of that website's or other third party commercial tracking information on your computer, smart phone, tablet, or other device. These tracking devices are often a significant source of revenue for the website owner, and are often utilized by some of the largest and most reputable online vendors. In a recent article by Omar L. Gallaga, of the Austin American-Statesman, dated May 11, 2015, and reprinted by "Government Technology", Gallaga wrote, "How Do Websites Use Your Data? A new tool in Google Chrome puts website privacy policy language in plain English, letting you easily know whether your email address is shared or the site has access to your Social Security number, and if it tracks your location."

This free new tool, currently only available for Google's Chrome browser, is "PrivacyCheck", a Chrome browser extension (plug-in) which was developed by the Center for Identity at the University of Texas - at Austin (identity.utexas.edu). According to the Center for Identity, "PrivacyCheck is a browser add-on

intended to provide consumers an overview of the ways in which companies use their personal data in a graphical, 'at-a-glance' format.

PrivacyCheck surpasses existing add-ons, apps, and certifications by using a Data Mining algorithm to access the text of any webpage. The user provides the URL for the company's privacy policy and Privacy-Check searches the page, returning icons that indicate the level of risk for several types of PII (Personally Identifiable Information)". PrivacyCheck can be downloaded for Chrome from the Chrome web store at chrome. google.com/webstore, and entering "PrivacyCheck" in the search box. The latest version of PrivacyCheck, as I am typing this, is version 1.0.5, dated May 14. It is important to know that federal and state laws require businesses with a web presence to post their privacy policies, and there are often harsh penalties for violating those posted privacy policies.

To use PrivacyCheck to determine the degree of privacy risk on a particular web site, download and install Priva-cyCheck from the Chrome web store (chrome.google.com/webstore). Once installed, open the selected website using the Chrome browser, and locate the privacy statement, often linked at the very bottom of the web-page; open the privacy statement page. On the top right of the Chrome address bar is a small icon which is light brown in color, and has what appears to be a lower case "i" within a brown circle; click on that icon. Once clicked, "Browse to a privacy policy and click Start". Within seconds a series of 10 larger icons will appear, with an easy to comprehend green, yellow, and red coloration, indicating the degree of privacy risks associated with that privacy policy and website.

Moving the cursor over each of the large icons will explain what it represents: the "envelope" icon represents what the website does with the user's email address, red indicating that the

website uses, sells and shares the email address to others; the second icon represents the magnetic stripe on a credit card, and indicates what the site does with credit card information; the three asterisks "***" represent what is done with the user's social security number, green indicating that it is not collected or otherwise used; the "megaphone" indicates the marketing use of your private information, red indicating that the website sells your information to others for marketing purposes; the "compass" icon indicates what the website does with detected location information, red indicating that the website sells the user's location information to third parties; the sixth icon, circular with two eyes, indicates the policy on information gathered from children; the "badge with star" icon indicates the distribution of information to law enforcement, red indicating that the site will provide information to law enforcement without a warrant or subpoena; the "open book" indicates the policy on posting privacy policy changes and giving the opportunity for users to opt-out; the "pie chart" icon indicates whether or not the user can modify his own information; the tenth icon, which looks like a cloud with directional arrows, indicates what the website does with aggregated information, yellow indicating that aggregated information is distributed, but personally identifiable information has been removed.

PrivacyCheck is an excellent method to determine what commercial websites are really doing with your personally identifiable information (PII), but its major weakness is that it (currently) only works with the Chrome web browser. Users of other browsers may find some privacy utilities that provide significant privacy protection while online.

On all of my PCs, as a browser add-on, I have been using a free, popular browser extension called "Ghostery" (www.ghostery.com), which will seamlessly run on com-

puters using any of the major and popular browsers including Firefox, Chrome, Opera, Safari, and Internet Explorer, as well as on mobile devices running the Android and iOS operating systems. According to its website, Ghostery claims to have, "The largest tracker database on the internet, constantly growing; Ghostery has the largest tracker database available on the web. We meticulously select, profile and cull over 2,000 trackers and 2,300 tracking patterns." Ghostery displays the tracking information on almost every web page opened, and gives the user the ability to allow or block trackers as desired.

Our personal privacy should be taken very seriously. Once third parties have access to our personal information, it is virtually impossible to get it back. Most of the browsers offer an option or setting to control privacy, which may be called "Do Not Track", "Reject Third Party Cookies", or some similar name. By using Privacy-Tracker, Ghostery, browser privacy settings, and other utilities, our individual privacy may be better protected.

This article was reprinted with permission of the author, Ira Wilsker.

🖱 🖱 🖱 🖱 🖱

Club Record Changes

To update your e-mail address, phone number, etc., please e-mail the club secretary at: Secretary@SterlingHeightsComputer Club.org. Using this address will provide the smoothest and quickest venue for any changes.

🖱 🖱 🖱 🖱 🖱

VISIT THE SHCC WEB PAGE: http://www. SterlingHeightsComputerClub.org

Back To Basics: Turning Off Your Computer, J-Pad, and I-Phone

by Jim Cerny, Sarasota TUG, FL
www.spcug.org   jimcerny123@gmail.com

Remember the old days when devices had a simple "off" and "on" switch? One switch – two choices. Not very complicated. But when computers arrived so did multiple options. Some say TOO many options. Even turning your computer or iPad off has choices too. Maybe you will not use all of the choices available, but maybe you are thinking that you turned your device completely off and – surprise – it really isn't completely off after all, it's in a "sleep" mode. Let's look at three devices today – your Windows computer (laptop), your iPad, and iPhone. This information will apply to other devices as well.

Computer (Windows 7) – You know how to turn on your laptop – you just press the "on" button. But you should not use that button to turn your computer off. Actually, turning off your computer is called "shutting it down" or "shutdown". Before shutting down your computer you should close ALL your windows (that is, programs you are running) first. Then you bring up the start menu by clicking on the round "start orb" which is the round button in the lower left corner of your desktop screen. On the start menu you will see "shutdown" and it is this word you click on with your mouse to turn the computer off. It may take several seconds as the computer checks itself to make sure it is all right to "shut down". If not, you will get some windows (or "pop-ups") to tell you that you may want to save some of your work. But if you click on the little white triangle just to the right of the word "shutdown" you get some choices (see illustration). You can click on "sleep" which will put your computer in a low-power state and when you come back you can pick up right where you left off. Or you can click on "hibernate" which will save your session on your "C" disk drive, shut down your computer, and when you turn on your computer again it will put you right back where you left off. You could think of it as being easier and quicker to "wake up" your computer from sleep, but it takes a bit longer to wake it up from hibernation. I always click on "shut down" on my computer when I am done with it, even for only a half hour. Why all these options? Well, laptop computers, when not connected to a power outlet, run on their battery so the computer companies want to give you options for saving that battery power for when you need it. I leave my laptop computer plugged in to a power outlet when I am at home and this keeps my battery fully charged.

iPad and iPhone – These wonderful tablet computers and phones are easily portable and, therefore, use their battery. They are intended to be "on" in a low power state even when you hit the "wake/sleep" button on the upper right of the frame to put it to sleep. (I think most people call that button the "off" button, but actually it is not called that by Apple.) Normally you can use your iPad or iPhone all day on a single charge and plug it in to recharge at night. Like the iPhone, the iPad likes to keep in touch with the internet (or the cellular phone network if you have that type of iPad) and it does this while it is in the "sleep" mode. Some of your "apps" (applications or programs) may get a notice for an update or other notices from the internet and this can happen even if you have pressed the "wake/sleep" button to turn put your device in a low power state. To COMPLETELY turn your iPad (or iPhone) off, HOLD DOWN the "wake/sleep" button until you see "slide to power off", then swipe your finger on the slide and it will be completely off. In the "power off" state it is not using any battery power. You will have to hold down the same button for a few seconds to begin the start-up process. I usually "power off" my iPad about once a week. By the way, I have a new case for my iPad and, when I close the case, it puts the iPad in "sleep" mode just as if I hit the button. Note that not all cases do this.

So different devices have different options for turning them off, and the meaning of "off" is not clear anymore. When many people think they have turned their device "off" may really mean that they put it in a "low power" or "sleep" mode. My best advice, as usual, is to ask Google. Ask "How do I turn my (device name AND model) off" or "completely off" and see what Google says. You will probably be surprised with the options available. I don't think we will ever see a simple "on-off" switch again, unfortunately.

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

How To Deal With Tech Support
by Melanie Birnbom, Webmaster, Century Village Computer Club, Florida
http://cvccpp.tripod.com/   mbirnbom@hotmail.com

Outsourcing customer service and tech support to other countries is a fact of life these days. While most of these reps speak pretty good English, (for some it's their first language) it's not necessarily the version of English you are used to speaking. Even within your own country, understanding accents from region-to-region can be a challenge. When you're chatting with a fellow in an Indian call center, it can sound to both of you like you are not even speaking the same language. Here are some tips to make the best of the situation.

Number one - and this applies to all situations in life - please be polite. The person on the other end of the line is probably doing their best. I realize that by the time you call for support, you are probably pretty darned frustrated. That's not the fault of the person on the other end of the line.

Try not to use slang. Often times slang just doesn't translate between countries. Years ago, my husband was trying to connect a router and he told the tech support guy that it was "jacked up." The rep thought there was something wrong with a jack and kept saying that the router didn't have a jack.

Do your best to speak slowly and clearly. To the person on the other end of the line, you're the person with the accent. It's not a bad idea to write out a description of the problem to get your thoughts together before you call. Sometimes we tend to get into giving long narratives about the circumstances leading up to the problem instead of getting to the issue at hand.

Actually, all of these tips would work well for dealing with customer support anywhere. You may have read a FB post or seen an e-mail that claims, "Come to find out that every Ameri-

can company using overseas operators must transfer you to an American rep. by saying "I want to speak to a representative in America." (Don't take no for an answer on this.) This was confirmed by the American rep. that they must transfer you after that request. I've tried it on a half a dozen major companies including cable, bank, phone and mortgage companies. It works every time and I actually get my issues taken care of.

If accents are proving to be a barrier, you might consider switching to e-mail or chat communication to resolve the problem.

You might be tempted to offer an opinion on the outsourcing of jobs to other countries to the person on the other end of the line. But that's not anything a tech support rep in a cubicle has control over and you'll do bet-

ter if you concentrate on the tech issue at hand. Also, once a tech support rep realizes you're acting like a jerk, they probably aren't going to want to help you. That's just human nature.

Stay calm. Stay polite. Stay on topic.

You may find more of your calls being answered here in the U.S. While the trend has been to send tech support and call center jobs overseas for many years, more and more of those jobs are actually coming back to the United States. However, the catch is that companies are using their tech support reps in the States for what they consider their high-value customers, while still routing what they consider unprofitable customers overseas. Interestingly enough, many of these U.S. call centers are managed by Indian companies.

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

🖰 🖰 🖰 🖰 🖰
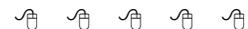
A Powerful Free Security Suite From Tencent
by Ira Wilsker

WEBSITES:

http://www.pcmgr-global.com
(Primary direct download link)

http://www.softpedia.com/get/
Antivirus/Tencent-PC-Manager.shtml
(US Download link)

http://www.tencent.com/en-us/at/
abouttencent.shtml

http://www.techsupportalert.com/
content/new-free-windows-anti-
malware-suite.htm

http://www.neowin.net/news/tencent-
pc-manager-10425435501

http://www.av-test.org/en/antivirus/
home-windows/windows-8/february-
2015/tencent-pc-pc-manager-10.4-
150648/

https://www.virusbtn.com/vb100/
archive/vendor?id=562

http://finance.yahoo.com/q?s=TCEHY

I have been vehemently advocating for many years that all computer users (including MAC users) absolutely need a comprehensive security suite in order to protect them and their machines from the malware that has become endemic. While I have one of the top rated commercial (paid) comprehensive security suites on all of my computers and other smart devices, I am also cognizant that for a myriad of reasons, there are many who prefer one of the numerous decent security suites that are available for free. In past columns I have written about the very good free security products from Comodo, Avast,

AVG, Outpost, and other purveyors, and now I am adding another free security suite to the list, Tencent PC Manager.

Tencent PC Manager is not a newcomer to the internet or the cyber security industry, as it has been very popular and well reviewed in China, its home country. According to its website at tencent.com/en-us/index.shtml, since it was founded in 1998, Tencent has become one of China's largest and most widely used internet portals. In 2004, Tencent Holdings Limited (SEHK 700) became a publically traded corporation on the main board of the Hong Kong Stock Exchange, and currently trades on the US OTC market under the symbol TCEHY. Tencent's corporate vision statement says that it wants, "To be the most respected Internet company.", and has as its stated mission, "To enhance people's quality of life through Internet services." It does this in China by combining integrated " ... value-added Internet, mobile and telecom services and online advertising under the strategic goal of providing users with "one-stop online lifestyle services." Tencent claims to have 798.2 million users around the world (mostly in China).

Heavily involved in internet research and development (R&D), over half of the Tencent employees are R&D staff. Patents have been obtained for instant messaging, e-commerce, online payment services, search engine, information security, gaming, and other internet related activities. Tencent created and has heavily invested in the Tencent Research Institute, the leading internet research institute in China, with facilities in Beijing, Shanghai, and Shenzhen. One of the many internet products developed and released by Tencent is its PC Manager software, which is now available in English, and is targeting the American market.

Tencent PC Manager is a complete and comprehensive security suite that provides substantial protection from the various types of malware threats that are globally proliferating. This software also provides protection from phishing, performs link scanning, provides for secure browsing, has webcam protection, prevents malicious USB borne threats, and offers hacking detection. Tencent claims that its PC Manager has, "The largest security cloud base (in) all of the world. The best anti-virus engine. (And has earned) Seven international authoritative certifications". I am always suspicious about claims touting the efficacy of security products, so I typically check some of the widely recognized independent testing services, such as AV Test (av-test.org) and Virus Bulletin (virusbtn.com).

Somewhat surprising to me, this relatively unknown in the US, but widely used in China, security suite has recently earned some of the highest comparative ratings and certifications available. In comprehensive testing on a variety of platforms, such as Windows 7 and Windows 8.1, Tencent earned Virus Bulletin's highest level of certification, its "VB 100 Award" rating. In its most recent test on the Windows 7 platform, Virus Bulletin wrote, "A clean sweep of all Windows comparatives for the last two years should give some indication of Tencent's performance in our tests – reliably strong month after month, with the Avira engine running alongside the company's own technologies. ... Stability was very good, with no issues. Scanning speeds were decent and overheads light, again thanks to there being no on-read protection by default. Our set of tasks ran through very rapidly, with RAM use a touch above average but CPU use on the low side. Detection was good, with only the slightest dip into the later parts of the RAP sets, and there were no problems in the core sets, comfortably earning Tencent another VB100 award."

In February, using Windows 8.1, the Germany based AV Test, " ... continuously evaluated 27 home user security products using their default settings. We always used the most current publicly-available version of all products for the testing. They were allowed to update themselves at any time and query their in-the-cloud services. We focused on realistic test scenarios and challenged the products against real-world threats. Products had to demonstrate their capabilities using all components and protection layers." The results of the testing on Tencent PC Manager earned Tencent the respected "AV TEST - CERTIFIED" award. In is comprehensive testing procedures, AV Test noted that in most of its protocols, Tencent PC Manager well outperformed the industry average, often coming out at or near the top in each of the tests performed. PC Manager scored a perfect 100% score in "Protection against 0-day malware attacks, inclusive of web and e-mail threats (Real-World Testing), 208 samples used" and in "Detection of widespread and prevalent malware discovered in the last 4 weeks (the AV-TEST reference set)

12,207 samples used." The industry averages for these two tests were 97% and 99% respectively.

When testing the performance speed of the Tencent PC Manager, AV Test noted, "Average influence of the product on computer speed in daily usage" was 0 (zero) seconds" compared to an industry average of 3 seconds, giving the Tencent utility a score of 6 out of 6 possible points for performance. In its "Usability" tests, which measures the, "Impact of the security software on the usability of the whole computer (lower values indicate better results)", PC Manager earned a score of 5.5 out of 6 based on the "Usability" test results. AV Test, in determining the "Usability" score tested for "False warnings or blockages when visiting websites, 500 samples used", with Tencent having a perfect score of zero (which was common in the industry. In terms of "False detections of legitimate software as malware during a system scan, 525,920 samples used",

- - 9 - -

(so called "false positives") Tencent has no false positives during the January monthly test, and two false positives in the February test (most recent available), which was much better than the industry average of six false positives. PC Manager also had no "False warnings concerning certain actions carried out whilst installing and using legitimate software, 38 samples used". When testing for, "False blockages of certain actions carried out whilst installing and using legitimate software, 38 samples used", this software had one false blockage, which was the average for the industry. AV Test awarded Tencent PC Manager its "AV TEST CERTIFIED" award for its performance on Windows 8.1 systems.

When tested on a Windows 7-64 system with SP1 in December, 2014 (most recent available), Tencent PC Manager had a 5.5 out of 6 score for "Protection" (98% and 100% detection rates of viruses, worms, and Trojans); a "Performance" score of 4 out of 6 (4 seconds "Average influence of the product on computer speed in daily usage", with an industry average of 4 seconds); and a perfect score of 6 out of 6 for "Usability" (Impact of the security software on the usability of the whole computer). AV Test also awarded Tencent PC Manager its coveted "AV TEST CERTIFIED" award when used on Windows 7-64 SP1 computers.

Other recognized security software testing and evaluation services have also "certified" the Tencent PC Manager as effective, including AV-Comparatives, West Coast Lab's "Check Mark" award, AVAR, OP-SWAT Antispyware (Bronze certified), and ICSA Labs "Certified Anti-Virus". With acknowledgements like these, users could run Tencent PC Manager with a reasonable degree of confidence that they are being protected from contemporary malware threats.

Available for free download in English direct from the server in China

(dlied6.qq.com/invc/xfspeed/qqpcmgr/evaluating_ver/PCMgr_Setup_10_4_25584_501.exe) or from Softpedia's US servers (softpedia.com/get/Antivirus/Tencent-PC-Manager.shtml), this product would likely provide the necessary protection needed by PC users. The download is large, about 150 MB, and will run on all flavors of Windows from Windows XP to Windows 8.1; I have not seen any test and compatibility results with Windows 10.

As I have stated in several previous columns here, with the abundance of

good quality comprehensive security suites, including several that are totally free, there is no reason why everyone does not have a current security suite installed. If everyone did indeed have a decent security suite, such as this free Tencent PC Manager installed, there would be far fewer cases of computers compromised by malware, and far fewer unhappy computer users.

This article was reprinted with permission of the author, Ira Wilsker.

🖰 🖰 🖰 🖰 🖰

Clearing Up Some Windows 10 Misconceptions
from the Ask Leo! Newsletter
https://askleo.com

Let's clear up some misunderstandings about Windows 10, shall we? I received a question earlier this week from someone who basically was stuck with Windows XP right now and is wondering what to upgrade to, whether Windows 7, Windows 8, Windows 10. I'm sure the question that a lot of people are having right now especially with Windows 10's free offer, coming to an end, confirmed coming to an end at the end of this July.

So I don't, I haven't changed my opinion on what you should do. That still is covered in an earlier article that I will update some time in the next, I don't know, month or two. Certainly before the deadline draws near and I'll also have a couple of suggestions as to what you might want to do to try and preserve that free upgrade even if you're not necessarily going to take advantage of it right away.

So for now, my recommendation such as it is, stands. If you're happy with Windows 7 or 8, there's no compelling reason to update. If you're running Windows XP or Windows Vista, it's time to start considering it and what this person of course was wondering is well, should I go to Windows 10 or should I upgrade to something

"safer", so to speak, Windows 7 was what he was suggesting.

The problem of course was that there were some misconceptions that he outlined about Windows 10 in his email and like I said, I don't have a specific answer about whether you should or should not upgrade to Windows 10. It's the right answer for a lot of people; it's the wrong answer for a lot of people but more than anything, I want to make sure that any decision you make is made on accurate or as accurate as we can provide, information.

And that's why I want to take just a couple of minutes and clear up some of these misunderstandings. The first one, of course, is this phrase, "cloud-based". He said that Windows 10 is "cloud-based", and to be honest, I'm not really sure what that means. The short answer is no, it's not. It's as cloud-based as Windows 8 was or even Windows 7 to that degree.

Yes, there are some hooks that allow you to do cloud-based things more easily, I'll say. One Drive is integrated into the operating system in various ways that may or may not meet your needs depending on whether or not you are a One Drive user or even care about that. And of course, you can log

in to your machine using your Microsoft account rather than a local machine account. That is certainly cloud-based, if you will, but again it's not a requirement.

You can certainly continue to use your Windows 10 PC pretty much the way you've been using your Windows 7 PC or an earlier version. There's nothing that really requires any additional cloud hooks or anything like that at all. And I certainly would nowhere near come close to saying that it was cloud-based. That's simply not true. Like I said, it's got to be some kind of a misunderstanding.

Subscription-oriented. So this is one of those persistent things that just won't go away. It's not. There are two things at play here: One, is that Microsoft early on, when they were talking about Windows 10 and the new features of Windows 10, talked about it being software as a service, which really is kind of, sort of vague and fuzzy anyway.

All that really means from their perspective is that they were going to be more proactive about delivering updates and providing functionality on the internet not necessarily, you know, not necessarily cloud-based as I was saying that earlier point but there were certainly things that were going to use the internet. It did not any way, shape or form mean that they were going to start charging a recurring fee.

That's not what "software as a service" means. And it's not actually what subscription means. You can certainly subscribe to things that are free. You can certainly subscribe to things that are one-time payment. And to the degree that Windows 10 is either a one-time payment if you picked it up retail or you're upgrading for free, that's a subscription. You're there and they will not start charging an annual or a monthly or any kind of a fee.

That's just not part of the plan. Microsoft actually has come out a couple of times since those original announcements and clarified that they do not plan to charge a recurring fee for Windows 10. Just like every version of Windows before it, it's a one-time purchase. Unless of course, unlike versions before it, you did elect to upgrade free before the end of July.

So let's get that one out of the way. No control over updates. Now this is one where the truth is somewhere in-between the absolutes. In the past, we've been used to a very high degree of control over our updates. In other words, in Windows XP specifically as a great example, yes, you can pick and choose which updates to get, whether or not you want them, when you want them, how you're notified, whether anything is installed automatically, and so forth.

Depending on the version of Windows 10 you have, that level of control is pretty much gone away. You're right. However, I would not call it, "no control". You do have some control. The big piece of control you have still (again, I believe it's in some version of Windows 10) is that you can at least elect to defer new functionality.

So what that means is that important updates, security updates and those kinds of things will come on schedule basically, I'll say without much you can really do about it, but new features and functionality, you can in fact, specify that you don't want new features and functionality. You're going to defer those to some future date.

It's a level of control that I know a lot of people aren't comfortable with and I kind of sort of get that. Microsoft has a bad reputation for stability when it comes to updates that, to be honest, they need to do a much, much better job of making us feel better about that before we can really feel good about this, but it is what it is.

In the long run, if we can assume some kind of stability that we can count on, I'm a firm believer that this actually is the right solution. When we take a look at some of the other software packages that we have on our machines that update regularly or automatically, those updates aren't granular.

At best, you get a choice of when to take the entire update and yes, in most cases you get a choice in saying if you want the entire update but don't get any kind of granular level control. It's an "either/or" and in fact as soon as you say, "No, I don't want this update" you're then prevented from getting all future updates for whatever that software might be. In other words, if you want to move forward, you need to take the updates that the manufacturer provides.

Windows is moving in that same direction and if we can only rely on stability for updates, I believe that is absolutely the right thing to do. Given that Microsoft continues to get a fair amount of flack for updates that aren't as stable as we would want them to be, I can only hope that's going to improve over time but it's not "no control". You have some control; just not as much control as we would like.

Unwanted features. You know, that's true. You don't get unwanted features in Windows 10, which is pretty much like every Windows before it. In fact, it's pretty much like every version of every operating system to come before Windows 10. There's always stuff in the operating system that we don't want or that we don't use or that we don't care about.

I have a bunch of stuff that comes with an update on my Macs, for example, that I don't want. I just don't want, I'll never, ever use it. It's taking up space; it's too much for trouble for me to actively go in and remove it because I know the next time I take an update on it, certainly a major update, it's going to come back. The same thing is true of Windows. The same thing is true of Windows 10 and it's also been true of every version of Windows before that.

Yep, every version of Windows we've been talking about, we've had this discussion, basically. Every single time and that is you know, we just got Windows XP, well, there's this feature that I don't like and I don't want it and how do I make it go away? Same thing happened with Windows 7; same thing happened with Windows 8 and the same thing is happening again with Windows 10. It's honestly nothing new and it's certainly nothing specific to Windows 10.

"Unorganized privacy controls" was the phrase that he used. I agree that privacy is a really, really interesting issue when it comes to Windows 10 and I use "interesting" in the Chinese proverb sense. "May you live in interesting times" is generally considered a curse. But the concern here, of course, is not so much that the privacy controls are disorganized, which I admit, they are, but that we really don't know what privacy is going on.

There have been so many stories and so many misinterpretations and misunderstandings of what Windows 10 is doing with respect to privacy and on one hand we have people saying that it's the worst thing ever. On the other hand, we've got people saying no, this is the saying that we've been doing for a long time or this is really benign. They don't care about you specifically. They're using aggregate data to make the operating system better.

Regardless, yep, privacy is something that has a lot of people concerned. That one I absolutely understand. The disorganized controls, to be honest, I'd raise that a level. I would say that the Control Panel, in general is currently quite disorganized and I believe that's because Microsoft made an interesting decision.

Rather than taking extra time to completely replace the existing Control Panel with their new settings interface which is actually more of an Windows 10 style interface. If you ever take a look at Control Panel, it's a plain, old

application like we've had since we had Windows XP.

But if you take a look at the new Windows 10 style settings, of course, it's a different look and a feel, and it's a different interface to many of the same controls that we've had in the past. Rather than change absolutely everything all at once, they've been making incremental changes. They've been moving things from Control Panel into the new settings interface. The result is that it's kind of hard sometimes to know where to look to find some of those things. I totally get that.

The good news here is that, from my perspective at any rate, is that Windows own Search – not using Cortana. Cortana is a completely different discussion and I've got it turned off. There's no reason you need to have it running unless you want it running but just using Windows search, you can pretty quickly find almost every Control Panel setting that you might not be able to find.

So the one thing I would recommend you do is get a little bit more comfortable with Search. Search is Windows 10 is actually pretty darned good and does a really good job not only of locating those things within Windows 10 itself that perhaps you've lost track of but when you get to that level, you can absolutely use it to find your files on your machine or integrate with web search if you like; I mean there's a lot of power under that very, very simple interface.

Finally, and this is a discussion that I've had with a number of people and it's also one where my position is perhaps a little bit less. I'll just say it's probably a little bit controversial. Many people feel that Windows 10 is dramatically different than Windows versions that preceded it. My take actually is that it's not. That's not to say that there's a lot of things that haven't changed; there have been, absolutely. Take a look at the Start menu; take a look at the settings application. Take a

look at any number of things, that well, you look at. My position, though, is that once you get passed that; once you get passed the way the functionality is expressed; the way the functionality is displayed. In other words, the user interface, 90% of it is still Windows. It's the same Windows you've come to know and love or know and hate depending on where you're at on that spectrum, but it's the same thing under the hood, yes.

The engine is the same; it's still Windows, heck it's Windows 8 with a new user interface. So I'm a little bit reluctant to say that it's been completely changed because it hasn't been. It's the same operating system with a new coat. You may dislike the look and feel of that coat; you may wish that they had left some things alone.

Again, I totally get that but one of the reasons that I say that is that if, for example, you're running Classic Shell, in other words, you've elected to use Classic Shell to replace the Start menu, to give you a Start menu that you are more familiar with, a Start menu that perhaps that is more Windows 7 in style rather than the existing Windows 8 (I'm sorry, Windows 10) style.

If you walk up to that machine, running Classic Shell with Windows 7 style menus, it actually takes a while for people to realize that it's not Windows 7. Now if you can actually make this thing look and feel like Windows 7 and have people not even recognize that, to me that means just the veneer got changed. Everything under the hood is the same. Everything is a strong word. There's been lots of changes throughout but the majority of the operating system and I'll stick with 90% is still the same.

There's a lot of changes, a lot of issues, I understand that; there's a lot of user interface things that people are concerned about. There's a lot of hardware compatibility, certainly, that has come up that people are concerned

about with respect to printers but I want to be clear that this is still the same old Windows in a lot of ways, a lot of fundamental ways and a lot of important ways and I believe that's pretty critical to making at least an informed decision or a better informed decision on whether or not Windows 10 is the right answer for you.

I'll say it again, it's not the right answer for everybody. I certainly am not saying that everybody needs to run out and upgrade to Windows 10, but I at least want that decision to be a conscious decision made on information that at least is a little bit more accurate than some of the misconceptions I keep hearing on a fairly regular basis.

***This article is republished, with permission, from the Ask Leo! Newsletter.***

🖰 🖰 🖰 🖰 🖰

Neverputt

by Cal Esneault of CCCC;
Newsletter@clickers.org   www.clickers.org

Neverputt is a multi-player miniature golf computer game available as a free download for Linux, Windows, and MAC OS. The underlying physics simulator and OpenGL renderer were originally developed for Neverball, a classic motion-sensing game where a ball is manipulated to strike targets and increase your score. Both of these games support mouse, keyboard, game pad, and joystick input (they were originally created about a decade ago). Neverputt allows selection of 7 different courses of varying difficulty. It is a challenging game combining both skill and strategy and is suitable for all ages.

I installed Version 1.5.4 from the Ubuntu repository for my Linux Mint system. Screenshots below show the layout for one of the "easy" holes. A triangular guide behind the ball allows you to aim the direction and determine stroke intensity based on the length of the guide. The three-dimensional view changes as you aim to give you proper perspective. Swing too easy and the ball will not reach the target. Swing too hard and the ball will hit the flag and bounce to the side or it will bounce over the side rail and result in a one-stroke penalty. Based on layout configuration, "par" values range from 2 to 5 strokes. An updated scorecard is provided after each hole. For multi-players, participant shots rotate in turn.
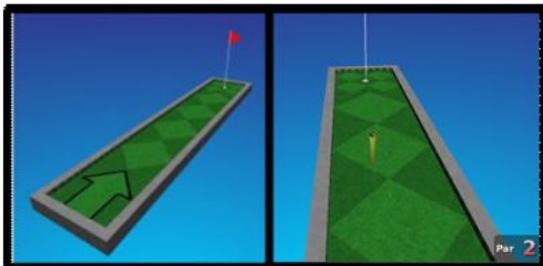
As you progress through a course, different challenges appear. For example, below right) forces you up an incline and then down a ramp. A "hole" is in the middle of the turn (fall into it and you get a penalty stroke. Other obstacles include moving walls, "dips" and "hills" in your path, ramps with no borders that let the ball fall off the course, etc. You can be aggressive and try to conquer the problem quickly to reduce stokes or slowly "nudge" into a better position with more, but controlled, intermediate shots. Some of the courses include strange ramps and multi-levels as shown below (right). A few holes are frustratingly difficult, but after numerous shots the game will mercifully let you pass onto the next hole.

The game engine follows realistics physics. For example, a ball will roll up and down a depression until it comes to rest after a realistic time, energy will dissipate when you hit a border wall, and the ball will curve if rolled at an angle on a hill.

Neverputt is distributed as part of the Neverball network (go to neverball.org). Also, Neverputt has been released to the open-source community at large. The web site lists the names of the many contributors, and it also lists the specific areas in which these developers and artists have helped.

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

🖰 🖰 🖰 🖰 🖰
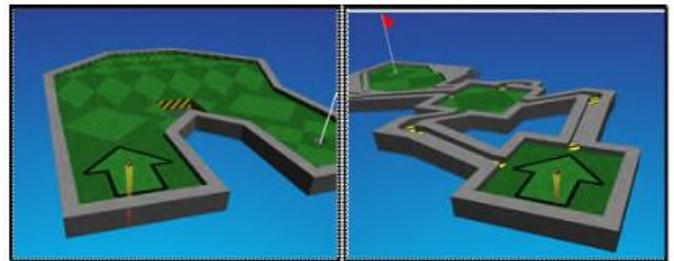
SHCC Emergency Cancellation

Sterling Heights Computer Club meets at Macomb Community College (MCC). We will meet if MCC is open and will not if MCC is closed. MCC closure is announced with other school closings on many local TV and radio stations and on their web site. 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. 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 address you have listed with SHCC current.

🖰 🖰 🖰 🖰 🖰
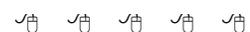
WYSIWYG WEB WATCH (www)

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.

Microsoft continues conning Windows users for two months as they push their Windows 10 upgrade on unsuspecting users. Don't just "x" out of the Upgrade window!
http://www.computerworld.com/article/3074548/microsoft-windows/microsoft-has-been-conning-windows-users-for-two-months.html

Free small utility which allows you to easily organize your open windows by tiling, resizing and positioning them.
http://www.techspot.com/downloads/5897-winsplit-revolution.html

How to recover a hacked Gmail account.
http://www.expertreviews.co.uk/software/internet-security/1404669/how-to-recover-a-hacked-gmail-account

Shopping for a new laptop computer? Some things to consider.
http://www.laptopmag.com/articles/configure-next-laptop

Command Prompt - How to use the simple, basic commands.
http://www.digitalcitizen.life/command-prompt-how-use-basic-commands

How to connect a laptop to a TV - VGA, HDMI, mirroring, overscan problems and more.
http://www.expertreviews.co.uk/laptops/1404449/how-to-connect-a-laptop-to-a-tv-vga-hdmi-mirroring-overscan-problems-and-more

Use third party partition tool to investigate Windows 10's hidden drive partition.
http://www.infoworld.com/video/64345/the-truth-about-windows-10s-hidden-drive-partition

How to choose the best over-the-air antenna for free HDTV.
http://lifehacker.com/how-to-choose-the-best-over-the-air-antenna-for-free-hd-1569752514

How to stay safe on public Wi-Fi networks.
http://lifehacker.com/5576927/how-to-stay-safe-on-public-wi-fi-networks

"Ubuntu flavours" offer a unique way to experience Ubuntu, each with their own choice of default applications and settings. Ubuntu flavours are backed by the full Ubuntu archive for packages and updates.
http://www.ubuntu.com/download/ubuntu-flavours

Windows 10 Anniversary Update will bring even more deceptive app ads to the Start menu.
http://betanews.com/2016/05/15/windows-10-anniversary-update-promoted-apps/
À la carte streaming is here, and it's just as expensive as cable.
http://lifehacker.com/a-la-carte-streaming-is-here-and-it-s-just-as-expensiv-1769410396

The freeware download sites that don't force crapware on you.
http://www.howtogeek.com/254042/the-freeware-download-sites-that-dont-force-crapware-on-you/

How to connect Windows 10 devices to wireless networks using WPS.
http://www.digitalcitizen.life/how-connect-windows-10-devices-wireless-networks-using-wps

Got ransomware? These tools may help.
http://www.infoworld.com/article/3061959/security/got-ransomware-these-tools-may-help.html

Uninstall QuickTime for Windows now! Security updates are no longer being provided by Apple.
http://www.infoworld.com/article/3056650/security/uninstall-quicktime-for-windows-now.html

What is the IP Address and how can it be changed in Windows?
http://www.digitalcitizen.life/what-ip-address-how-change-it-windows-7-windows-81

How free Wi-Fi could be stealing your data --- tips on staying safe.
http://www.pcadvisor.co.uk/opinion/security/how-free-wi-fi-could-be-stealing-your-data-3532883/

How to get Wi-Fi working in Linux Mint after installation.
http://www.ghacks.net/2015/03/27/how-to-get-wifi-working-in-linux-mint-after-installation/

Build your own PC --- a complete step-by-step guide.
http://www.expertreviews.co.uk/pcs/1403094/build-your-own-pc-a-complete-step-by-step-guide

How to convert an old laptop into a Chromebook with CloudReady --- for free.
http://www.expertreviews.co.uk/laptops/chromebooks/1404510/how-to-convert-an-old-laptop-into-a-chromebook-with-cloudready-for-free

Grab your comfy shoes and a jug of water and head out to a corn maze.
http://www.cornmazesamerica.com/

Customizing Windows 10's start menu. (4 min. video)
http://www.infoworld.com/video/62043/customizing-windows-10s-start-menu

Five free alternatives to the Task Manager in Windows.
http://www.digitalcitizen.life/best-free-alternatives-task-manager-windows

Enhance your privacy: The world's most private search engines.
https://davescomputertips.com/enhance-your-privacy-the-worlds-most-private-search-engines/

Skype for Windows leaks your IP address.
https://davescomputertips.com/skype-for-windows-leaks-your-ip-address/

Columnist writes about technical tips and solutions, mostly regarding MS Office applications.
http://www.techrepublic.com/search/?a=susan+harkins

6 ways Linux is more welcoming than Windows for newcomers.
http://www.makeuseof.com/tag/6-ways-linux-welcoming-windows-newcomers/

The Linux User's Toolkit for discovering new apps -- about repositories, package managers, Windows alternatives, and installing any of them.
http://www.makeuseof.com/tag/linux-users-toolkit-discovering-new-apps/

Enter a password and see a detailed analysis of its security components.
http://www.passwordmeter.com

How flashlight apps invade your privacy on Android devices (including smartphones).
http://www.snoopwall.com/wp-content/uploads/2015/02/Flashlight-Spyware-Report-2014.pdf
https://www.youtube.com/embed/Q8xz8xKEFvU

How to run Windows programs on Linux with "CrossOver".
http://www.zdnet.com/article/how-to-run-windows-programs-on-linux-with-crossover/

Collection of malware programs, usually viruses, which were distributed in the 1980s and 1990s on home computers. Once they infected a system, they would sometimes show animation or messages (displayed here) that you had been infected.
https://archive.org/details/malwaremuseum&tab=collection
How to dual boot Windows 10 and Linux Mint. (14 min. video)
https://www.youtube.com/watch?v=vxepmtjmilQ

How to improve smartphone battery life: 10 tips to make your phone's battery last longer --- and the battery saving myths that won't help at all.
http://www.pcadvisor.co.uk/how-to/mobile-phone/how-improve-smartphone-battery-life-facebook-myths-3284240/

View thousands of art works from around the world and across the centuries. Browse by category, date, origin, medium or tag.
http://art.thewalters.org

Learn what your Android apps know about you, using the free Bitdefender Clueful product.
http://www.digitalcitizen.life/learn-what-your-android-apps-know-about-you-using-bitdefender-clueful

How to disable the Windows Feedback prompts in Windows 10.
http://www.digitalcitizen.life/how-disable-windows-feedback-prompts-windows-10

Microsoft's privacy statement is pretty clear in terms of commercial use of your data. It openly states that data will be used to personalize ads and make them more relevant to you. Do you really want to allow Windows 10 to access your calendar, your emails, your location and many other settings? This free utility helps you control what MS takes from you.
https://www.ashampoo.com/en/usd/pin/1004/security-software/Antispy-for-Windows-10

NOTE: Many of the links in the digital newsletter connect to the Internet if clicked. For those that do not, copy the link into your browser, and reach the web site that way.

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 this column on our club web page. They are arranged into various key word categories to help locate a specific site.