# PC Post

## 30 YEARS OF USER HELPING USER
### AUGUST 2012, Vol ume 30.8

## Inside this Issue

*The group meets at 6:30 p.m. at Denny's Restaurant, 1525 McHenry Ave., for its Random Access Special Interest Group featuring questions and problems members are facing. At 7:30, following dinner, the presentation will start.*

*BOD Meeting - September 5, 7pm at Ridgeway's*

## Microsoft's Hotmail Gets New Look Outlook.com

Outlook.com is the cool new webmail kid on the block. Social networks, cloud storage, and Microsoft Office integration are some of the biggest new features.

It is trying to become the portal to all of your social networks and communication tools. Google has already done a similar thing by tying together Gmail, Google+, Google Talk, Google Voice and Google Drive.

Microsoft has also added several brand-new features to Outlook.com. For example, if a user opens an email sent by a friend, they will see the message and will also get access to the sender's most recent Facebook and Twitter updates.

Microsoft is also trying to limit customer complaints about advertising by limiting ads to text-based boxes. Only when the cursor moves over a text advertisement will larger images be shown.

# Mac OS Lion - A Leap Ahead

The newest Mac operating system, Lion, has some really nifty features. It catches up to Microsoft Windows 7 in several areas, and then takes it a big leap ahead. Read about it here.

For years I have worked on and helped others with Apple's Mac computers as well as Microsoft's Window computers. I have watched the evolution of these two operating systems as they both "borrowed" ideas from each other to incorporate into their own systems. Over the years, Apple and Microsoft have leap-frogged each other with each system getting a small jump ahead with every release.

I have always been a Windows person, doing most of my main work on a PC. Although Macs have always been more secure, there were two main things reasons that I stayed on PCs: It is extremely easy to make a window fill the screen on a Windows PC and it is also easy to resize a window on a PC by dragging any corner to make it larger or smaller. In contrast, up until now, a Mac was stuck with windows that didn't fill the screen and only the lower right corner could be used to resize a window.

Apple's newest version of the Mac operating system, called Lion, removed both of those impediments. With Lion, Apple has added full screen support as well as the ability to resize a window by dragging any corner. And they have added much, much more - taking a huge leap over Windows 7, Microsoft's latest operating system.

It is obvious that Apple rethought the desktop operating system and took inspiration from the popular iPhone and iPad. They have redesigned the operating system software and created hardware to go with it. They have ingeniously added the ability to perform touch-screen functions like those found in the iPhone and iPad without actually adding a touch screen. You just use your fingers on a touchpad as you would use them on the screen of an iPhone or iPad. For instance, you pinch your fingers together to make things on the screen smaller, you move your fingers apart to make them larger. You move between pages by swiping your finger to the left and/or right. You scroll up and down a page by moving your finger up and down on the touchpad. These multi-touch gestures are fast, useful, and fun.

All of the Mac laptops have a touch pad that you can use for these gestures. If you are using a desktop Mac or a Mac Mini, you simply add a $69 Magic Trackpad. This is a simple 5" by 5" silver pad that sits next to your keyboard. This pad gives you enough room to move your fingers and pretty much replaces your mouse.

Several Windows computer manufacturers, like Gateway and HP, have produced computers with touch screens. In fact, I have a touch screen computer, but I seldom use the touch

screen because it is uncomfortable to hold your arm out to touch the screen. Apple's Trackpad solution is much more elegant and also much more comfortable. After using it for several weeks I am totally hooked.

Apple has added other innovations with the Lion update. There is a wonderful autosave feature that automatically saves your work as you progress through it so you never have to worry about saving a file. The new Mission Control gives you a bird's eye view of everything running on your computer and makes switching between programs very easy. Launch pad lets you rearrange apps and programs just as you do on an iPhone. The E-mail program has also been updated. Apple now has a Mac App store where you can easily download programs. In fact, you can buy the Lion operating system in the Mac App store. If you have a Mac that you would like to upgrade, you will find the $29.95 price quite appealing.

There are a few caveats for potential Lion users, especially those who want to upgrade. The main one is that Lion will only run on Mac computers with Intel processors. So old PowerPC Macs have been left out of the upgrade. Apple has also removed support for Rosetta, which was the program that provides software compatibility for the older Mac's with PowerPC processors. This means that any older programs that used Rosetta will not run on Lion. This includes older versions of popular programs like Quicken, and many Adobe programs. Some hardware vendors have also had problems with Lion compatibility. For instance, Sonos, a whole house music system, was incompatible when Lion first appeared. Several printers and cameras also had software compatibility problems. Sonos will have the problem fixed shortly, and most printers and cameras are now compatible, but you should check compatibility before you upgrade.

No matter how you look at it, Apple has made a giant move forward with its Lion operating system. I, personally, am using the Mac more than ever before. In the next two weeks I will be helping two clients who are moving from PC to Mac. It is possible that the new Lion operating system will have a big impact on the computer industry. Most of us thought that Windows had won the operating system wars, but Apple is now giving Microsoft a run for the money. Microsoft will have to make Windows 8 pretty impressive just to keep in the game.

## Making Your Computer Easier to Use
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July 2012 issue, Sarasota PC Monitor
www.spcug.org

In these days when almost everyone is using a computer, there are many features of operating systems and software that can help users with physical limitations. Microsoft has enhanced its features in this area, both in Windows 7 and recent versions of Microsoft Office. This article gives an overview of these features and links to some helpful sites for people interested in making the tools work for them. In Windows 7, the accessibility tools are found in the Ease of Access Center (Start – Control Panel – Ease of Access Center). These tools are designed to help people who have problems with vision, hearing, and dexterity.

**Make your computer easier to use**

**Quick access to common tools**

You can use the tools in this section to help you get started.

Windows can read and scan this list automatically.  Press the SPACEBAR to select the highlighted tool.

☑ Always read this section aloud          ☑ Always scan this section

**Low Vision and Blindness**
For the person who finds the computer display hard to read, changing a few settings in the Ease of Access Center can make life easier.  You can select a High Contrast theme which shows either white text on a black background or all bold black text on a white background for all text, including toolbars and ribbons. This feature is especially useful for users with conditions like macular degeneration. The Magnifier tool enlarges the portion of the screen where the mouse pointer is located, a lifesaver when trying to read small text in a document or on a webpage. Like other tools, it can be pinned to the taskbar for easy access. Other settings let you remove unnecessary background images or animations, make the flashing cursor thicker and more visible when typing, and sharpen the appearance of window borders to make them easier to see.

A person who is blind can work with a Windows computer through a combination of the Narrator and Voice Recognition tools using speakers and a microphone. Narrator reads text aloud as it appears on the screen and describes things like error messages. The Voice Recognition tool, introduced in Word 2010, translates the user's speech into text on the screen. It does need initial setup, involving training the tool to understand the user's vocal patterns. Another tool, Audio Description, gives oral narration of the action in videos.

**Limited Dexterity**
A number of tools are designed to assist the person with limited finger dexterity. Turning on the Mouse Keys lets you move the pointer on the screen using the arrow keys instead of the mouse. Sticky Keys let you press keystroke combinations, such as Ctrl+Alt+Del, one key at a time. Toggle Keys play an alert sound when you press the Caps Lock, Num Lock or Scroll Lock keys, saving you from unanticipated results like a sentence in all caps. Filter Keys can be set to ignore unintentional keystrokes, such as several in rapid succession or holding down a key for an unusually long time.

The Voice Recognition tool, besides assisting blind users, is also useful either for those with limited dexterity or inadequate typing skills. The on-screen keyboard lets the hunt-and-peck typist click letters on a keyboard displayed on the screen. For those who have trouble maneuvering a mouse, one solution is to develop the habit of using keyboard shortcuts in place of mouse clicks. Searching the Internet will provide lists of standard keystroke shortcuts; you can also create your own. Windows' Ease of Access Center also has features that can help. One option lets you hover the mouse pointer over a window to open it, rather than clicking. Other settings for the mouse use can be found in the Control Panel - Mouse. Here you can change the speed of the mouse click and create a trail of pointer images

behind the moving pointer to keep it in view. You can also change the shape and size of pointer icons.
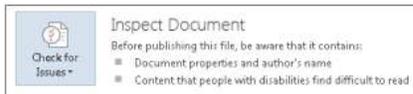
**Hearing Loss**
Although computers are more visual than auditory, users with hearing loss need a few tools to assist them. In the Ease of Access Center, you can change alerts in many programs from sound to a text alert or a flash on the screen. Another setting displays text captions for spoken dialogue in multi media programs.

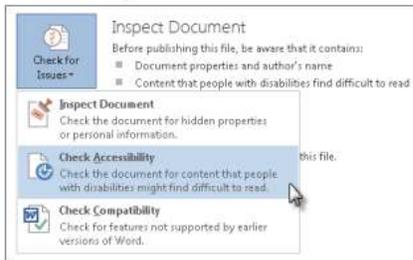**Accessibility Features in MS Office 2010**
Microsoft Word, Excel, and PowerPoint 2010 have new features to help make documents, spreadsheets, and presentations more accessible to those with limitations. One is the Accessibility Checker. This tool diagnoses a file for any areas that might make it difficult to view or use. The author of the file can review the list and make any changes he feels are needed. Another new tool is Mini Translator, which translates a word or phrase from another language into English when the mouse points to it. Clicking the Play button lets you hear the word or phrase pronounced. Another feature new to Office 2010 is the ability to add text descriptions to shapes and images for those who can't view them. Enlarging text in Word 2010 is easy with the zoom slider in the right bottom corner and a new full screen Reading View option which enlarges and sharpens document text. PowerPoint 2010 has added the capability to add closed captions to audio and video and embed them in a slide presentation.

Windows is compatible with many third party assistive software programs and devices. MS Office 2003 –2010 users can turn documents into Talking Books by downloading the "Save As Daisy" add-in. Go to http://sourceforge.net and search for and download/install "Save As DAISY for Office (your version)." Then install a DAISY-compatible digital talking book reader, such as the free AMIS reader. www.DAISY.org/amis/download. Versions are available for Office 2007/2010 and for Office 2003 with the Office 2007 compatibility pack installed. Other requirements are listed at the sourceforge.net website.

The number of options to increase accessibility to a computer can be overwhelming. This overview will make you aware of some of them, but only you can decide which ones you want to try. You can complete a short questionnaire in the Ease of Access Center to help with your decision. A few of these tools have a learning curve that can be greatly reduced by watching the video tutorials (some close-captioned) and reading support documents located at www.microsoft.com/enable/products/office. Most can also be accessed directly from links in the Ease of Access Center. Fortunately, the support and setup tutorials for most of these

tools are numerous and well done. More information can be found by searching www.microsoft.com/accessibility.

## Where's the Technology?
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July 2012 issue, Drive Light
www.uchug.org /president (at) uchug.org

With all the political posturing going on in this election year, we should be used to promises that go unfulfilled. In the technical arena, we hear a lot about potential new advances; though often wait a long time to see the benefits ourselves. Sometimes the prognosticators are wildly optimistic or the development proves too difficult, and we never see (or at least haven't seen up to this point) the mass application of a great new product or technology (an example is the Segway personal transporter). I've bought a number of new computers recently, and have been a little surprised about some of the features currently available. There are a few features that I've some of the features currently available. There are a few features that I've been hearing about for a few years that still are not available on most new PCs. There are also features that I've never heard of that now appear to be standard. All in all, just like the 1980's Wendy's commercials that asked "Where's the beef?" I'm left asking "Where's the technology?"

The entertainment industry has also made its contributions to our unmet expectations for technology over the years. Remember the late 1960's television series "Lost in Space"?  It was scripted to occur in 1997, yet we are still waiting for interplanetary space travel, talking autonomous robots and other innovations portrayed as commonplace. The movies "2001: A Space Odyssey" and "2010" portrayed many similar technological advances for times we have now passed. We do have the International Space Station, but it is not in the same league as the one in "2001". We never got the public videophone capability Dr. Heywood Floyd used to call back to Earth from the station in the film, though I guess it was really not much better than what we can do with Skype today. Some might argue it is just as well we don't yet have computers as sophisticated (especially in interaction with humans) as HAL 9000, though maybe IBM's Watson is getting close.

The reality of technological advancement in personal computers is that, though computers are not yet as sophisticated as HAL or Watson, they are pervasive. Only cell phones are more common now as tech tools in our society, and with smart phones the lines between phones and computers are blurring. There are often examples of advanced technology available to a few at great price, such as Watson in computing or the few wealthy individuals that have bought their way into space on a Russian rocket. These don't really portray the true advancement in technology available to the general public, so I've looked to the computers I've bought recently as a better representation of technology promised and fulfilled.

In the last two years, I've bought two new laptops and two new desktop computers for my wife and myself. These replace XP computers that were up to seven years old, and so represent a big step up in computer technology. The first replacement, and first Windows 7 machine in my house was an Acer Aspire X3950 mini desktop for my wife. Last year I bought

myself a Lenovo IdeaCentre K330B desktop, and I bought a 15.6" Fujitsu Lifebook AH531 notebook for my wife. I liked the laptop so much I got a 14" Fujitsu Lifebook LH531 laptop for myself this year. All had Windows 7 and Intel i3 or i5 processors. These were not the fanciest nor the cheapest computers, but are ones I thought represented the best in value in the $400 to $600 price range. It is interesting to review the features available in these "typical" computers as compared to the latest technology has to offer.

In networking, we have come a long way. Once, everyone connected to the Internet through a phone modem. Now modems are absent from new computers, having been removed years ago. Wired Ethernet capability became the replacement, proceeding quickly from 10/100BASE-TX to Gigabit Ethernet, which is now the standard on all new computers. All four of my new computers include 10/100/1000 wired Ethernet capability, though I don't take advantage of the increased Gigabit speed, as my router and switches are all still only 10/100 capable. A survey of Fry's items online showed that for new networking gear, Gigabit has not become the standard that it has for computers and laptops. Most new switches available are 10/100/1000, but only about half the routers are.

The big push in networking improvement is now in wireless networking. Wireless computer users started out in 1999 with 11 Mbit/s 802.11b, and have proceeded up the alphabet with 802.11g (54 Mbit/s), n (up to 150 Mbit/s) and finally ac (up to 866 Mbit/s). My two new laptops both are b/g/n capable, though once again my present router is limited to 802.11g. Here my home network is again behind the times, as most new routers only go up to n capability. Though Fry's does sell an 802.11ac router, I was not able to find any of their laptops with that capability. Even the thin Ultrabook laptops, which don't have a wired Ethernet RJ-45 connector, have yet to add 802.11ac to their features.

It is somewhat surprising to me that there has been such an emphasis on networking speed improvement recently, when for most people the benefits above 10/100 wired and 802.11g wireless are lost. Since few people have network hard drives, their network traffic consists exclusively of an Internet connection, which is often 10 Mbps or less. My Time Warner Cable plan presently gives me a measured 16 Mbps, but even if I bought the 50 Mbps "Ultimate" plan, my present network would not be a limiting factor.

The other typical computer interface is for peripheral devices. This used to consist of a serial port DB-9 connector, but computers lost those years ago. USB2 (Universal Serial Bus, version 2.0, 480 Mbps) became and still is the replacement peripheral interface standard, though now USB3 (5 Gbps) is finally appearing on some accessory devices and computers. USB3 adoption on computers presently appears to be related to price, with USB3 more likely on higher-end computers and laptops. None of my four new computers have USB3 capability, though Fry's showed it was available (often one port only, along with a couple USB2 ports) on some computers in the $500 to $1000 price range, and appeared to be on most all computers above $1000. It surprised me to learn that of the two versions of Microsoft Surface tablet computer announced, the one based on the ARM processor had a USB2 port, with USB3 only available on the Windows 8, Intel processor version. For some reason (perhaps cost), the adoption of USB3 has not gone as fast as I would have thought.

Another interface I'd thought would become more popular and prevalent is eSATA, but for some reason it has not. It provides an external interface for the 3 or 6 Gbps SATA interface

commonly used on hard drives. Though eSATA interface cards are available to add to computers, I've not seen any new machines come with this interface built in. Another very new high-speed serial interface that appears for now to be only available in iMacs is Intel's Thunderbolt; it promises 20 Gbps.

A surprise in the other direction is the addition of an HDMI (High-Definition Multimedia Interface) video output to almost every new computer. It is present on all of my new laptops and desktops. Since HDMI is available on all new HDTVs as an input, it has become for me the default way to hook up a laptop to my TV. When I want to show new photos to my family, the best way is to display them on our HDTV, using an HDMI connected laptop as the source. Since there are more and more devices (like set top boxes, DVD/Blu-ray disc players and HD video camcorders) already competing for the few TV HDMI inputs, I think HDMI switches, which allow multiple devices to use the TV ports, will become popular.

Another new video interface, one I'd never seen before I bought my laptops, is Intel wireless Display, or WiDi. Though both my new laptops have it, I've yet to try it, as it requires a compatible TV or monitor, or an adapter. While the concept sounds good, I was not able to locate many adapters, and the one I did find on Fry's site was around $100. While it looks like Intel has pushed adoption of this interface on the laptops using their processors, having a TV to wirelessly broadcast video to will be the problem for now.

Another wireless interface that now appears to be implemented on almost all new laptops is Bluetooth. Typical uses include interface with Bluetooth mice and keyboards. While Bluetooth is available on both of my new laptops, I so far have no peripheral devices to use with it.

Blu-ray optical drive technology has been available for over five years, but it has not displaced the standard DVD as the most popular optical disc format. I think cost is again the limiting factor in its acceptance, as Bluray capability appears more often in higher-cost computers. At the lower end of the capability spectrum are Blu-ray read-capable drives, which start to become available in mid to high-cost computers. Blu-ray writer drives are presently available only in the upper price tier of computers. None of  my new computers came with any Blu-ray compatibility.

As time goes on, I'd expect costs to come down and allow greater adoption of some of the new features that appear limited to high-end computers, such as USB3 and Blu-ray. Until then, all I can do is pay more, or ask "Where's the technology?"
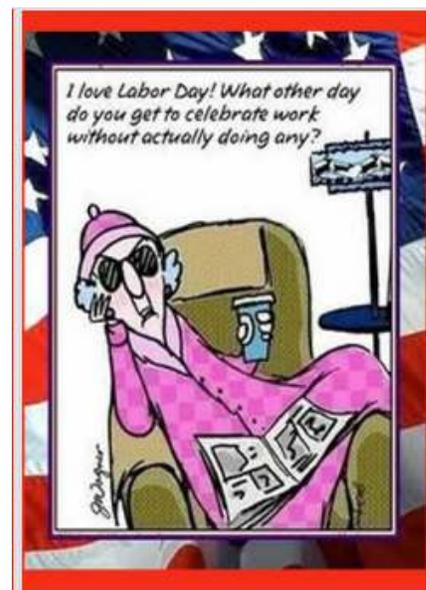
# FBI Warns About International "Ransomware" Email Scam

By Ira Wilsker, Member, Golden Triangle PC Club, TX; Columnist, The Examiner, Beaumont, TX; Radio Show Host, Mondays, 6-7pm CT, KLVI.com iwilsker (at) sbcglobal.com

WEBSITES:
http://www.fbi.gov/news/stories/2012/august/new-internet-scam/new-internet-scam
http://www.microsoft.com/security/portal/Threat/Encyclopedia/Entry.aspx?Name=Trojan%3aWin32%2fReveton.A&ThreatID=-2147315638
http://www.bleepingcomputer.com/virus-removal/remove-fbi-monkeypak-ransomware
https://www.superantispyware.com/portablescannerhome.html
http://www.malwarebytes.org/products/malwarebytes_free

It never ceases to amaze me how creative international cyber crooks can be. There are countless online scams and schemes intended to enrich crooks at the cost of innocent internet users. We have all heard of viruses, worms, Trojans, and other variations of malware, as published warnings have been disseminated since the early days of personal computing. While many types of malware are nasty, one of the nastiest is known in the security industry as "ransomware", which requires the victims to pay ransom in order to recover the use of their computers. These ransom cases have caught the attention of the FBI, which has posted a stern user warning online at www.fbi.gov/news/stories/2012/august/new-internet-scam/new-internet-scam.

In recent days, I have had several inquiries about locked computers with a strange warning official looking window with an FBI header that says "Your PC is blocked due to at least one of the reasons specified below:"   The warning of the locked  computer informs the user that the FBI has detected that the computer either had pirated "Video, Music, Software" or the user has, " ... been viewing or distributing prohibited Pornographic content (Child Porno, Zoofilia and etc.)". For the possession of the pirated software the penalty is listed as (note the poor grammar in the post), " ... provides for a fine of two to five hundred minimal wages or a deprivation of liberty for two to eight years."  The penalty for the pornography charge is listed as, " ... a deprivation of liberty for four to twelve years."  Just to increase the fear and worry of the user is an additional criminal charge, "Illegal access has been initiated from your PC without your knowledge or consent, your PC may be infected by malware, thus you are violating the law of Neglectful Use of Personal Computer. Article 210 of the Criminal Code provides for a fine of up to $100,000 and/or a deprivation of liberty for four to nine years."

With the benevolence of a cable TV pitchman shouting "But wait! - there is more!", the FBI is allegedly offering the victims a deal, since it is likely the computer user's first offense. This great deal is " Fines may be paid within 72 hours after the infringement. As soon as 72 hours elapse, the possibility to pay the fine expires, and a criminal case is initiated against you automatically within the next 72 hours! To unblock the computer, you must pay the fine through MoneyPak of 100$." Again, note the vernacular and wording, including the incorrect domestic format of "100$". The instructions on processing a MoneyPak transaction to pay the "100$" fine are explicit, directing the victims to only purchase a "100$" prepaid GreenDot MoneyPak at a 7-Eleven, CVS, Rite Aid, Kmart, Walmart, or Walgreen's. There will be a $4.95 charge for the prepaid card, and then charge it with the "100$". In the original warning email is a place for the victim to enter the code from the prepaid card, along with a prefilled "100$", and a button that says, "Pay MoneyPak" which will instantly transfer the "100$" balance of the prepaid card to the cyber crooks. The email then states that, "When you pay the fine your PC will get unlocked in 1 to 48 hours after the money is put in the State' account. In case an error occurs, you'll have to send the code by email to fine@fbi.gov."  If the victim pays the ransom, the computer is not released or unlocked; this is a complete scam. Some variations of the scam have recently appeared that have raised the ransom demand to $200.

Microsoft has posted a detailed description and removal instructions on its Microsoft Malware Protection Center website, referring to this malware as " Trojan:Win32/Reveton.A" or " Trojan:Win32/Ransom.FL". These Trojans, when they sneak on to a victim's computer, locks the computer, and displays a localized version of the warning. In the U.S. the warnings appear to come from the FBI, while similar localized warnings appear to be from national or local law enforcement agencies in the UK, Germany, Italy, and other countries, all requiring the fine to be paid in a similar way using a specific prepaid card sold at localized specific retailers; in Europe, the crooks demand payments via the Ukash or PaySafe prepaid cards.

The FBI has analyzed the malware, and warns that, "Reveton is described as drive-by malware because unlike many viruses—which activate when users open a file or attachment—this one can install itself when users simply click on a compromised website. Once infected, the victim's computer immediately locks, and the monitor displays a screen stating there has been a violation of federal law."  According to Microsoft, the malware arrives on the computer as a DLL file with a random filename, and then creates a shortcut to itself in the Windows startup folder. Once loaded, the malware prevents the user from accessing the desktop, disables protective security software on the computer, and then downloads and executes other malware, including the localized desktop window containing the ransom demand.

Variations of the Reveton malware, along with it companion Citadel malware,  have been around for over a year, and most of the major anti-spyware utilities can detect and kill it. Microsoft has published a manual removal method on its Microsoft Malware Protection Center website:

Press CTRL+O
1.   In the dialogue box that opens, type the following as is, then press Enter: cmd.exe
2.   In the command prompt window, type the following as is, then press Enter:
      cd "%USERPROFILE%\Start Menu\Programs\StartUp"
3.   Still in the command prompt window, type the following as is, then press Enter:  del
      *.dll.lnk
4.   Still in the command prompt window, type the following as is, then press Enter:
      shutdown -r -t 0
5.   Afterwards, run a full-system scan with an appropriate, up-to-date, security solution. The
      following Microsoft products detect and remove this threat Microsoft Security Essentials,
      Microsoft Safety Scanner



I have also had good success removing this ransomware using the free portable version of SuperAntiSpyware (www.superantispyware.com/portablescannerhome.html). The free personal edition can be downloaded using another uninfected computer, and copied to a USB flash drive; detailed instructions are given on the webpage. This portable version is complete when downloaded, and does not require internet access in order to run and kill the malware; since the portable version is updated periodically prior to downloading, later scans may require a more recent copy of the software. Completely turn off (shut down or power down) the infected computer, and then reboot it into "Safe Mode" by pressing the "F8" key immediately after turning the power on, and every few seconds until the safe mode screen appears; select either the basic "Safe Mode" or "Safe Mode with Networking" (not required).

Plug in the USB flash drive containing the portable version of SuperAntiSpyware, and run the downloaded file directly from the flash drive. While a quick scan may only take a few minutes, a full scan will take much longer, but is more comprehensive; remove or quarantine whatever the SuperAntiSpyware scan finds. Remove the flash drive, and reboot the computer.

If the computer reboots properly, without the ransomware window, it is still possible that there is some deeply hidden malware still on the computer. While it is highly likely that the portable version of SuperAntiSpyware will detect and remove the ransomware, no cleaning utility is 100% effective at removing all malware, so I always perform a redundant scan with another security utility. If the computer appears to boot properly, go online and download the free version of MalwareBytes from www.malwarebytes.org/products/malwarebytes_free . Install the MalwareBytes, update it, and perform a full scan; if it says that you are clean, and SuperAntiSpyware says that you are clean, your computer is likely clean. Since the ransomware may have disabled or destroyed your security software, it would be a good choice to reinstall a good quality security suite, keeping one fact in mind:  If the ransomware was able to easily penetrate your previous security software, it is quite possible that your security software was either inadequate or not properly updated, which allowed the ransomware to infect your computer. Now may be the time to install a different, probably better and more comprehensive security suite, one that provides protection from compromised websites; once the new security software is installed and updated, it may be very appropriate to perform another full security scan.

It is sad that international cyber crooks can easily extort money from innocent victims anywhere in the world, but being proactive, and knowing how to deal with the threat before it occurs may mitigate the stress, grief, and expense of dealing with this ransomware. It is nice to know that the FBI and other international law enforcement agencies are trying to deal with the threat. If these guys are caught, I hope that they are severely punished, but I am not so naive as to think that it will not happen again; one thing certain is that it will happen again, so be prepared!  Knowledge is power, and now, you have the power.

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# Webpage Font Too Small? - Think Screen Resolution
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August 2012 issue, PC Monitor
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Anyone who has taken our basic computer classes knows that the font size can be changed just by selecting the appropriate text and then selecting the desired text size, usually from about 8 points to 72 points.  And if you were in one of my classes you know that a point is 1/72$^{nd}$ of an inch.  That's right; a 72 point selection will print text, on a printer, one inch high.

But everything you see on the screen is not as easy to control as the font of the text of a word processing document.  There are, typically, no font size selections on a webpage when you're surfing the web; although you can make some font selections if you are using Internet Explorer.  This selection is made by double clicking Tools, then selecting Internet Options.  The "fonts" selection is toward the bottom of the window.  Here you can select "default" fonts to be used if the webpage does not determine a font.  But, practically speaking, you probably will never use these fonts, so don't rush to change these selections.  (Other browsers probably have similar selections.)  The size of the font that you see on your monitor is determined by settings that are determined by the webpage, and settings on your display graphics adapter.  The webpage settings are determined by the webpage designer; the browser just follows the webpage's direction.  The display graphics adapter settings are adjustable and are located in the "Display" Control Panel.

In Windows 7, a quick way to get to the Display control panel is to right-click on any empty space on the desktop, select "Personalize", and finally select "Display" (lower left).  At this point you can select "Smaller" (the default type size), "Medium", or "Larger".  Because these settings depend on the Screen Resolution that is set, if you choose Medium or Larger you may be alerted that "*Some items may not fit on your screen if you choose this setting while your display is set to this resolution.*"  So screen resolution is involved in determining the font size and is an important parameter to understand, so that you can make the best choice.
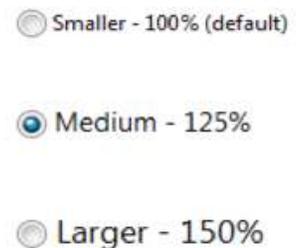
Screen Resolution is generally defined in terms of pixels.  A pixel is a picture element.  (There is a technical difference between pixels and dots depending on different displays, but for simplicity, for this discussion I am going to use the term dot in the place of pixel.)  So Screen Resolution, then, is the number of dots that can be displayed on the screen.  It is usually indicated by two numbers, first the horizontal number of dots, followed by the vertical number of dots, for example, 640x480, 800x600, 1024x768, or 1920x1080.  (Yes, if you multiply the horizontal and vertical numbers, you get the total number of dots displayed on the screen.)  These four resolution settings are also called VGA, SVGA, XGA, and HD-1080.  (There are a whole host of screen resolutions that can potentially be used, and are summarized at http://en.wikipedia.org/wiki/Display_resolution. The chart shows the most common display screen resolutions.)  The HD-1080 resolution is also the standard used in High Definition Televisions, which is typically referred to as 1080p.  So, if you are looking for a display that will show High Definition movies the way they were intended to be shown, make sure your Display Adapter is capable of showing at least 1920x1080.

The Screen Resolution control can be reached easily by right-clicking in any empty space on the desktop, and then selecting "Screen Resolution".  (Or by clicking the start button, followed by selecting "Control Panel", followed by selecting "Display", followed by selecting "Adjust resolution" {upper left}.)  The current screen resolution is shown as "Screen Resolution:", in the middle of the Screen Resolution window.  The Screen Resolution slider control can be accessed by clicking the downward facing triangle next to the resolution that is currently selected.  The Screen Resolution slider controls the resolution of the display and hence the size of text on the screen.  The number of selections on this control is determined by your display adapter and your particular monitor.  You may have from 2 to many
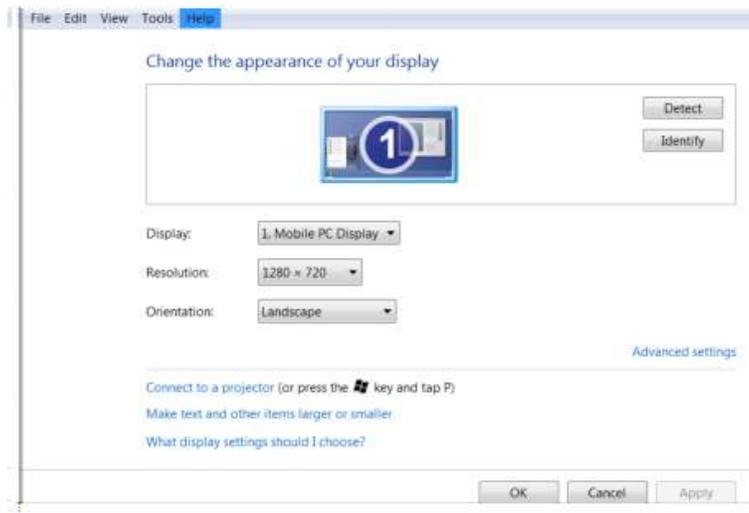
selections.  The selections on the slider range from "Low" to "High".  (Click on a different resolution on the bar to see a preview of the changed setting in the "Change the appearance of the display" box, (notice how the box representing the screen changes size and shape), then if you like it, click "Apply", if you don't like it try another, or click "Cancel".)  Moving towards "High" puts more "dots" on the screen; however, this typically makes the size of objects smaller.  Decreasing this setting (moving towards Low) usually makes things larger, but you might start to lose the right side of some web pages.  (If you can't easily read the right side of a webpage, you might increase this setting, but things will probably get a little smaller.  Try a setting with a few of your favorite web pages and see what setting is the best compromise.)

If you are still wondering what setting to use, click on "What display setting shall I choose?" and you will be treated to a help screen that further discusses screen size and screen resolution with some recommendations for appropriate settings for different display sizes.  Note also, that you can easily get to the "Display Font Size" screen (discussed above) by clicking on "Make text and other items smaller or larger".

If you were wondering why the shape of the screen changes with resolution, it is because the resolutions that are supported by the display adapter cover the older 4x3 aspect ratio and the more current 16x9 (wide angle) aspect ratio.  The 4x3 aspect ratio is what we inherited from seventy years of analog TV screens.  All TV screens, before HD, were built with this aspect ratio.  Aspect ratio is typically described by horizontal x vertical.  So a 4x3 TV screen has 3 vertical increments for every 4 horizontal increments.  (Academic observation for math majors:  this always formed a 3x4x5 triangle.  A 25 inch TV had a 25 inch diagonal with a 20 inch horizontal and a 15 inch vertical.)  The more current 16x9 wide angle aspect ratio screens provide more viewing in the horizontal.  For every 3 vertical increments there are 16/3 or 5 1/3 horizontal increments showing a wider angle view.

Screen Resolution is the key to getting a comfortable view of your favorite web pages.  If you need to, try some different settings.  If you still aren't happy, maybe try another Graphics Adapter, if we're talking about a desktop.  If we're talking about a laptop, you're probably going to live with those currently provided.  It is just about impossible to change the graphics adapter on a laptop.

## The Tip Corner
By Bill Sheff, Novice SIG Coordinator, Lehigh Valley Computer Group, PA
July 2012 issue, The LVCG Journal
www.lvcg.org / nsheff (at) aol.com

**Shift+Space Web Browser Navigation**
Here is a way to make navigating pages in your web browser a little easier. Instead of using the Page Up and Page Down keys, you achieve the same results by pressing your Space Bar to go a page down and pressing Shift+Space to go a page up.

**What Is Pinning and how do I do It?**
Pinning is keeping items within a window in the same place for easy access.  Programs, applications, web sites, etc. can all be "Pinned." For Example: The Windows Start Menu is divided into two sections. The top half of the menu is reserved for pinned items. Since I use Excel and Word almost every day, I keep them pinned, making them accessible at the click of a mouse at any time.

How does one do this? Simply right-click on an icon on your desktop and choose "Pin to Start Menu."  That's it.

The bottom section of the Start Menu is reserved for frequently used programs or programs that are used on a regular basis.  Though this may sound the same as a pinned menu, the items on the list change dynamically based on what I've been apt to do lately. So if I've been using the calculator a lot, its icon will show up, but if I stop
using it for a while and make use of something else, that icon will show up.

**What happened to Normal View in Word 2007 and 2010?**
If you're using either Word 2007 or 2010 and preferred working in the Normal view, then you're probably wondering what happened to it.  If you went to the View tab of the Ribbon it is not there. Well, it was not deleted. They just renamed it Draft view.  Now all those page separations are gone. Unfortunately when you reopen the file it again opens in the Print Layout view.

So how do we tame Microsoft to open in the Draft view every time? Click on File and  choose Options then Advanced on the left. On the right scroll all the way down to the General section. Locate and select the "Allow opening a document in Draft view" option. Click OK. When you open a file that you saved in Draft view it will still be in Draft view.

**Should I use Sleep, Hibernate or Shut it down?**
The answer to this depends on who you talk to.  Way back when, you shut your system down to prevent burn-in. Then came screensavers.  With screensavers and less burn-in on the LCD screens it is no longer an issue.  Before I put in my two cents worth, let's pin down these terms once more.

When a computer goes into sleep or standby mode, it shuts off its display screen, video card, CPU and hard drive, so processes like anti-virus scans won't run. It stores the

computer's last state (software opened on the desktop, etc.,) to the RAM, and so requires a small amount of electricity (called a "trickle charge") to maintain that. Since RAM is transient memory, once the computer shuts down completely the computer's current state is lost, including any unsaved information. So a word to the wise, SAVE before you leave.

The advantage to sleep mode is that, when you "wake" your computer, it comes back to its current state very quickly - almost instantly. So if you're only going to be away from it a couple hours, this is quite convenient.

In hibernation mode, the computer writes everything from the computer's RAM, including its current state, to the hard drive and then shuts down, so it functionally uses no power while in hibernation. Once the computer is brought out of hibernation, it goes straight to the computer's current state, including all open programs. Although this takes less time than a full shut-down and start-up, it does take longer than simply waking it up from sleep, although it uses no power when hibernating, as opposed to little when asleep. Again, no programs or scans will run while a computer is hibernating.

Power off is, duh! Off. The main reason for shutting your PC down is, of course, power savings. The amount of money that it takes to run a PC depends on how many watts you're actually using to run your PC (this can be determined by buying a Kill-a-watt or similar device for about $30), and how much you're being charged by your electric company per kilowatt hour. Most estimates seem to run about ten to twenty dollars per month, running 24 hours per day.

There's also the question of stress on your computer components. Whereas having it on is harder on your components than having it off, the process of shutting down and starting up your PC puts more stress on these components than simply leaving them on.

So what it comes down to is personal preference. In my case, I leave my computer on at night to run virus scans, hard drive scans and defragging.  The monitor is pretty much off by itself. If you do leave your computer on overnight, it's a good idea to do a restart in the morning. This allows your computer to clear any information in the memory cache and in your RAM and allows your computer to run more quickly.

**Windows 7 Autoplay Settings**
When you connect a device or media to your computer (digital cameras, phones, DVDs, CDs, etc.) are you happy with the choices your computer gives you?  For example, when you insert an audio CD, you may not want iTunes to load it – maybe you would rather import through Windows Media Player. And with a DVD should it play automatically, just like your regular family room DVD player?

Here is how to make your media do exactly what you expect it to do. Click Start and in the Search Box type, AutoPlay and hit Enter. A window will pop up.  Now simply go down the list and use the provided drop-down menus to choose what each media type does when it's inserted into your computer. When you are done, press Save.  That's all there is to it.  If for any reason you want to go back to the default Windows 7 settings, hit the Reset all defaults button at the bottom.

## Interesting Internet Finds

Steve Costello, President / Editor, Boca Raton Computer Society, Florida
August 2012 issue, Boca Bits
www.bcrs.org / http://about.me/sefcug / brcssefc (at) earthlink.net

In the course of going through the more than 200 news feeds in my Google Reader, I often run across things that I think might be of interest to other user group members.

The following are some items I found interesting during the month of July 2012. (Long URLs shortened with the Google URL shortener http://goo.gl/ )

Three Free Ways to Clone Windows XP in 2012
http://goo.gl/SoMWs

CCFinder: A Desktop Application to Help You Easily Find Creative Commons Images
http://goo.gl/Q8zfL

How to Survive Without a DVD Drive in Your Laptop
http://goo.gl/6VbGC

How To Become a Voice-Over Artist With Your PC
http://goo.gl/ceAgJ

Evernote: A Great Free Tool for Writers
http://goo.gl/kBajd

two factor authentication
http://goo.gl/vCVva

TED Notepad: Minimalist Notepad Alternative
http://goo.gl/aFgCP

5 Free & Best Browsers for Android
http://goo.gl/j5CPC

# Computer Humor
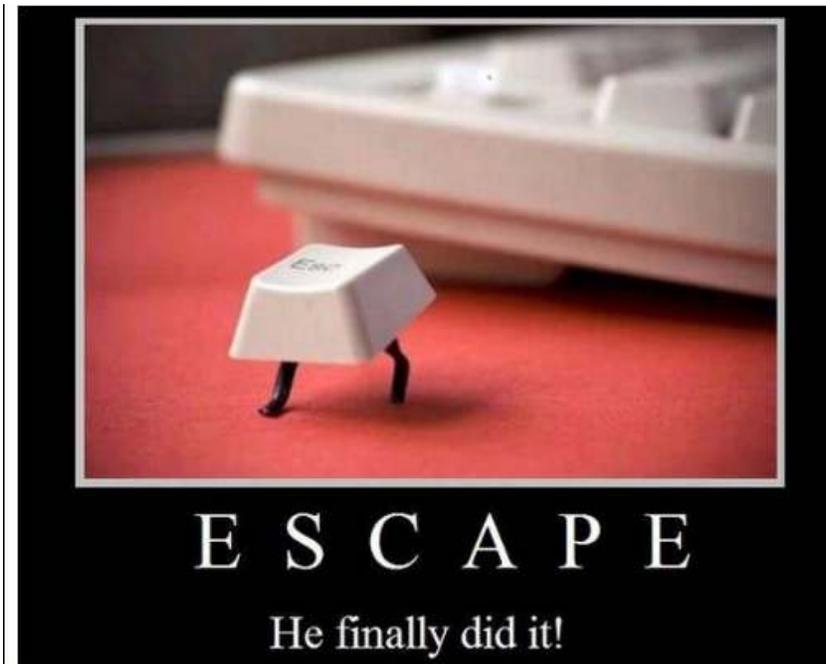


**From Ray Nichols**

If you have items you would be willing to donate for our club drawings, they will be gratefully accepted. Be sure to wear your name badge for the drawing.

Please also remember to bring your used magazines, books, videos, DVD's, and cassettes for distribution to Veterans in our area. If you have old household or device batteries, or used CFL (Compact Fluorescent Lamp) bulbs, bring them for legal recycling (it is against the law to dispose of them in the trash). Old Cellphones can be converted to Telephone Calling Cards for overseas Military Personnel. Old eyeglasses will be turned over to the Lions Club for reissuing to needy

## Modesto PC User Group Officers

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| Program VP | Elizabeth Leedom | 523.4218 | programvp@mpcug.net |
| Secretary | Terry Fix | 524.8062 | secretary@mpcug.net |
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| Director-at-Large | John Selover | | dal@mpcug.net |

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## PC Post

Editor Emeritus: William "Doc" Holloway – 1920-1996
Editor Emeritus: Claude Delphia - 1938 - 2012
President Emeritus: Bud Bondietti – 1950 - 2008

## *Join The Modesto PC User Group*

To join MPCUG (or just get more information about us, go to our Website and fill out the new member form or mail your check to: MPCUG, P.O. Box 5122, Modesto, CA 95352-5122. Membership is just $24 a year and includes 12 issues of the PC Post along with participation in all meetings and events. You will also receive E-mail advising you of extra events or news.

## *The PC Post and Editorial Policy*

*The PC Post is published online 12 times per year and is available to all group members as a membership benefit. Annual group membership dues are $24.00. Opinions expressed in PC Post do not necessarily reflect the opinions or views of the members as a group or the Board of Directors. The PC Post encourages group members to submit articles for publication. We would like to have articles which deal with the writer's experience with computer hardware and software or digital photography. An article may deal with any computer-related subject provided it contains no libelous or offensive material. We can't use information copied from other publications without written permission except for quotes. Articles should be submitted in unformatted MS Word or RTF text. Proofread and run your spell checker; watch for special upper and lower case in brand names. If you want to include a graphic, please send it as a jpeg attached to the E-mail submitting your article. Please note in the article where the jpeg should be placed. We reserve the right to edit articles for length or to improve readability. Longer articles may be published in several parts. We will not knowingly promote unlicensed businesses. Letters to the editor are encouraged. All articles and letters to the editor should be submitted to the editor via E-mail as an attached file (Word or rtf). Please include your name, day and evening phone numbers.*

Claude Delphia, Modesto PCUG Editor and Member Emeritus, passed away in July (1938 - 2012).

Claude was a long-time MPCUG member and editor. He contributed many, many technology articles to our PC Post throughout the years and was called upon as an expert parliamentarian to give advice in handling the governance of the Modesto PC Users Group. We will miss his sage advice in all other matters dealing with the club and the direction it should go!

http://goo.gl/D505Q