



THE COMPUTER CONNECTION
SAUK COMPUTER USER GROUP

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MINUTES: SCUG CLUB MEETING
FEB 12, 2011

Art Bendick conducted the Q&A part of the general meeting, with Neal Shipley as the mouse tech.

First was a preview of the slide show put together by Terry MacLennan, to be presented at the Hamfest at Challand Middle School.

It seems this month **everyone's computers are working** as they should be and there were not many questions or problems.

After a short break, visitors introduced themselves and the business meeting began with a **mention that Terry's name was omitted** from among the members-at-large. With that correction, the minutes of the January meeting were accepted as published in the Computer Connection newsletter. Treasurer Myron Kliment presented **his treasurer's report, which also was accepted** as read.

We were then reminded to pay our dues to the club for this year.

Thanks were given to Joe Fornero for the Santa Joe program and the prizes given, and to Darla Stigall for the meat tray supplied for the belated Christmas party. Also, thank you to all for the great potluck of food brought in.

In new business, a suggestion was made that presentations be made on usable programs like malware, etc.

Nominations were reopened for new people for officers. None were made and nominations were closed. A motion was then made that

the slate of officers already nominated be elected by acclamation. The motion passed. Our new officers are: Joe Fornero-President; Betty Beatty-V.P; Angela Rester-Secretary; Myron Kliment-Treasurer; and members at large: Terry MacLennan, Joe Schmitt, Art Bendick and Kent McNeill.

The by-laws have been updated and some changes made by the by-law update committee. This change will be put to a vote of the membership at the March meeting. The by-laws are posted in the **members only section on the club's website.**

On a report on the computer lab, Terry noted the lab will need some rewiring; too many things plugged into too few outlets. He also mentioned that new classes will be starting in March. Check the Senior Echo for listing.

A motion was made and seconded to adjourn.

Neal will still run the raffles **and be the "mouse" executive.** He then conducted the raffle which had many nice prizes.

Art then proceeded to discuss and explain all the things he put into the DVD he prepares every year for the club; these were available for a **donation to the club.** But don't look for the games advertised in the introduction. Art says he ran out of space and they were the casualties!

Respectfully submitted by
Angela V. Rester, secretary

Club Information

Sauk Computer User Group

User Helping User
2803 Spencer Dr.
Sterling, IL 61081

Joe Fornero - President
j4nero@thewisp.net

Website-
www.saukcomputerusergroup.org

SCUG Email-
saukcomputerusergroup@gmail.com

Printing done by

Joe Fornero



MARCH NEWS

BOARD MEETING MINUTES FOR FEBRUARY 17, 2010

Well the vote is in and you went and elected me as Prez again. I thank you for your confidence although there was one dissenting vote, mine. I **didn't want it to be unanimous.** I believe we have a very good board and members at large to make the rest of the year an excellent year for the club.

At board meeting we discussed a lot of things. One change we will be starting at the next meeting. The question and answer time will have a change. At the start we are going to show a few very short videos on doing some basic computing skills. After each one we will stop and take any questions you may have about that skill. Next we will take basic computer questions and then we will take more involved questions. We want to meet the needs of new and old members who just have basic skills, but also be there for the more advanced user.

I would like to thank Terry McLennan and Neil Shipley in advance for their work on setting up and putting on the Windows 7 presentation at the Hamfest at Challand JR High on March 6th.

Prez Joe Fornero—Editor

The February board meeting was held at the home of secretary Angela Rester, with president Joe Fornero, Terry MacLennan, Kent McNeill, Joe Schmitt, Myron Kliment, Art Bendick and Betty Beatty present

The Hamfest at Challand Junior High will be held Sunday, March 6, starting at 7:30 a.m. Neil Shipley and Terry MacLennan will be in charge of setting up and the Windows 7 Presentation. Neal still has some of the club business cards and club pamphlets that will be handed out then.

It was decided to send a friendly e-mail to members who have not paid their dues.

The March program will be given by Eric Arduini. The April program is tentatively set to be by Terry on CCleaner or Paul Roe on the iPad. The May program may be on Twitter.

It was suggested that the Q&A session start with simple questions and progress to more complex subjects because there are always not only new members, but people who are altogether new to computers.

A discussion was held on subjects for future program presentations. Terry will ask his wife Glenda to make a presentation about the trip she has suggested as a project for the club.

Betty made a motion and both Art and Joe Schmitt seconded to adjourn.

Respectfully submitted by
Angela V. Rester, secretary

COPING WITH PC ANXIETY

BY ERIC MELVIN REED

Sooner or later, you're going to have computer problems. That's not a warning; it's a guarantee.

That's why we want to help you handle your PC problems stress-free. Here are a few troubleshooting essentials that might help not only to get you through your next computer crash, but help keep your blood pressure down, as well.

Find The Root Of The Problem.

The first thing to do when your PC misbehaves (aside from sighing, gasping, and moaning) is to locate the source of the problem. You might be able to determine this by tracing your steps. Try to remember what you were doing before the problem occurred. Take note if you've recently installed a new program, saved or deleted an odd-looking file, or moved your computer to a new location. Don't disregard anything.

If you're lucky—well, perhaps "lucky" isn't the right word—an error message will accompany the problem. If so, write it down. This will prevent you from later forgetting what went wrong. Your notes might also come in handy if you need to call a technician. Moreover, error messages sometimes contain important clues as to whether your problem is hardware or software related. Let's say you're trying to upload images from your scanner but keep getting an error message saying your computer is unable to connect to the scanning device. Chances are, your PC didn't cause the problem.

Nor is it probably software-related. You'd want to start troubleshooting other hardware, such as the scanner's cable and power connection once you've located the source of the problem and determined whether it's caused by hardware or software, you can begin the troubleshooting process.

Troubleshooting Hardware. Let's be honest, you don't want to open your computer unless you have to. So before you go reaching for a screwdriver, listen for irregular noises coming from inside your PC. A ratchety "zzzzz" sound may mean a stray wire is touching the fan blades or that the fan motor is low on lubricant. A grinding noise may indicate a problem with the hard drive. (If that's the case, save the drive's data immediately: The motor or head system, which contains read/write heads that record and retrieve information from within the drive's case, could be preparing to fail. You have a *right* to panic.)

Try solving hardware problems outside your PC by first making sure the hardware is plugged in and turned on. This may sound obvious, but more than a few people have spent valuable time troubleshooting a PC when all they had to do was just reattach a loose cable or flip a switch.

If the power and cable sources check out OK, refer to the Device Manager. In Windows XP, right-click My Computer, select Properties, choose the Hardware tab, and click Device Manager. In

Vista, click Start, right-click Computer, select Properties, and then click Device Manager under Tasks.

Navigate to the hardware device that is giving you problems. A small yellow circle and an exclamation point or question mark to the left of the device's name indicates that Windows has detected a problem. Click the exclamation point, and you might be directed through a series of problem-solving steps. If not, right-click the device, uninstall it, and remove it from Device Manager. Then reboot your computer. Windows will redetect the hardware, hopefully without the problem.

If your computer won't reboot, try starting it in Windows' diagnostics mode, called Safe Mode. In Safe Mode, Windows uses only the most vital drivers and components, which limits the numbers of tasks you can perform but makes it easier for you to spot problems caused by newly installed drivers. To enter Safe Mode, start your computer and begin tapping the F8 key until an Advanced Options menu appears. Select Safe Mode and press ENTER.

WinXP users can add Safe Mode to their Boot Menu. Right-click My Computer and select Properties. Choose the Advanced Tab. Under Startup And Recovery, click Settings. Then, in the resulting Startup And Recovery dialog box, click the Edit button under System Startup. After Notepad opens, copy the last line of text and paste it in the next line. De-

lete the description inside the quotes (most likely "Microsoft Windows XP Home Edition") and replace it with Safe Mode. In the same line, change "/fastdetect" to "/safeboot:minimal/sos/bootlog". Now click File, Save, and then exit Notepad. Click OK twice (once to close the Startup And Recovery dialog box and again to close the System Properties dialog box). The Safe Mode option will appear the next time you boot your computer.

Troubleshooting Software. Software glitches occur far more frequently than hardware glitches. That's because software (which includes the operating system, OS utilities, and other applications) is responsible for carrying out every single task the computer performs. And when you consider that multiple programs may be running at any given moment—either behind the scenes or in your computer's foreground—it's no surprise that applications occasionally conflict with one another.

Viruses and bugs, however, cause most software problems. Viruses are better prevented than fixed (with antivirus software and firewalls), but users have less control over bugs (which are actually coding errors or defects within the software program). A good software company will offer updates, or patches, to fix bugs in its products, but often minor bugs can be eliminated by the user.

If you experience problems immediately after you've installed a new program, try simply uninstalling or reinstalling the software. If your computer freezes, try pressing the ESC key. If the ESC key doesn't work, try closing the application with the Windows Task manager. Press CTRL-ALT-DELETE and select Task Manager. (In Vista, select Start The Task Manager.) Now choose the Applications tab. Here you'll see a list of all the programs open on your computer. If a program is not working properly, or is "Not Responding," use the End Task button to terminate the program.

Also in the Task Manager, under the Processes tab, you'll find a list of all the applications your computer is running, including those applications running in the background, along with a reading of how much memory each task is using. If too many programs run at once, or your system gets low on memory resources, you're likely to notice a slowdown in your computer, perhaps even a BSOD (Blue Screen of Death).

Items listed under the Processes tab as LOCAL SERVICE, NETWORK SERVICE, and SYSTEM typically can't be closed, but other items can be (select the program and click the End Process button). You might be able to end slowdowns by closing some of these items. Just don't close any applications if you aren't sure what they are.

The best way, however, to end freezes, crashes, slowdowns, and even some glitches is to simply reboot your computer. If you think you've caused a problem by accidentally deleting a necessary file,

try recovering it from the Recycle Bin or a backup disk. Windows Me/XP/Vista users have the option of using System Restore. (Click Start, point to All Programs, Accessories, System Tools, and select System Restore.) System Restore, although not a backup utility, monitors system and program files and creates restore points at selected intervals. If a user with either of these OSes experiences a problem, she can revert the system to a state when it worked properly.

WinXP/Vista users also have access to The Last Known Good Configuration feature. This feature will revert your OS to the same settings in effect the last time your computer started successfully. To use The Last Known Good Configuration feature, start your computer, tap the F8 key to enter the Windows Advanced Options menu, select Last Known Good Configuration (your most recent settings that worked), and press ENTER.

Tech Support: The Last Resort During major crises you may have no choice but to refer to technical support. Try to make this your final option. Tech support can be expensive and time consuming, especially if you seek help through email, which can take days to receive a response. With patience and a little effort you can solve most computer problems on your own . . . without the panicking.

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You've got them. Why Not Use Them?

By Vinny La Bash

People configure their desktops in different ways for an all encompassing assortment of reasons. Most use the Windows defaults which are quite reasonable, but operate from a false assumption that "factory specifications" are enough. Windows has lots of useful features not included in the default settings which could have great benefits, but if one doesn't know the features are there, one can never enjoy these prospective benefits.

Let's start by opening the Control Panel and clicking on Programs. In the Programs and Features section click the Turn Windows Features on or off. A dialog box appears which will enable you to turn features on or off. (See illustration).

There's probably much more here than you want, so let's examine several features that you are more likely to use rather than the ones which require professional technical knowledge to be useful.

The Indexing Service got a bad reputation in Vista because it was annoyingly slow. There is no doubt that Vista was a resource hog so any service or utility that had additional requirements tended to bog down the system even further. Microsoft resolved the problem in Windows 7 by turning the Indexing Service off by default. That's too bad because the utility can actually be very helpful in locating files and other content through flexible inquiries. Try it, you just may like it.

Internet Information Services (IIS) and Internet Information Services Hostable Web Core: You will not be held accountable if you don't know what these tools do or if you choose to ignore them. IIS is mostly regarded as a major component of a server while the Hostable Web Core performs fewer functions and needs fewer resources. If you write web based applications or wish to experiment hosting a web site on your desktop, these tools may be essential.

Microsoft Message Queue Server: This utility has been around for years and most application developers have come to ignore it because it's not new. If you send and receive messages on a regular basis with people who are in remote locations on the planet, and have "iffy" connections, you now have a tool to build a message queue, store a message within it, and send it when the connection to the recipient is up and running. You can also create a similar structure for receiving messages. Using this tool effectively requires basic programming skills.

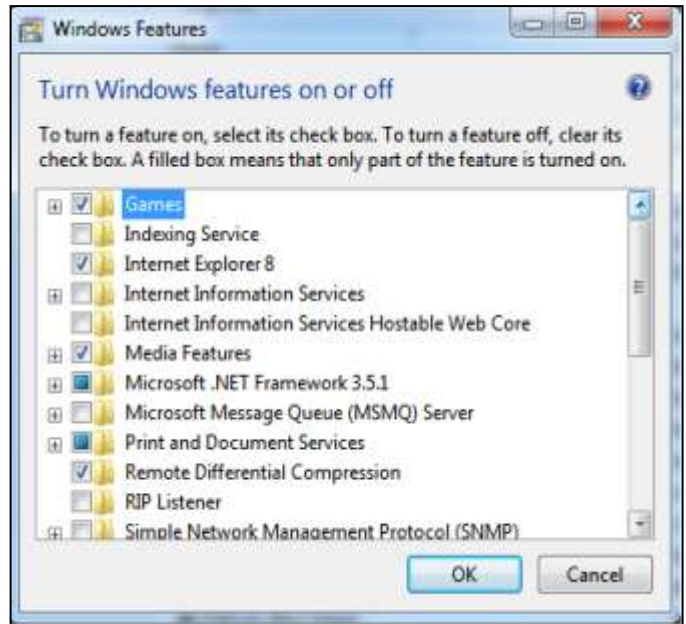
Simple Network Management Protocol (SNMP): Everyone who uses a computer on a regular basis should be concerned about unauthorized access to personal information or attempts to trick people into revealing information which should remain private. If you have a home network, wireless or not, SNMP

gives you better control over devices on the network. You can configure hardware, troubleshoot more effectively, and in many cases even track down attempts to crack into your network. This tool requires a working knowledge of how a network operates.

Telnet Client: This is a great diagnostic tool if your email client is acting strangely and normal diagnostics can not resolve the problem. Turn it on when you need it, and turn it off when you're not using it as there are security issues with it.

These tools are not for everyone, especially those with little computing experience, but your level of knowledge shouldn't remain at the novice stage. Challenge yourself and you won't be like the guy who thinks he has twenty years of experience when in reality all he has is one year of experience twenty times.

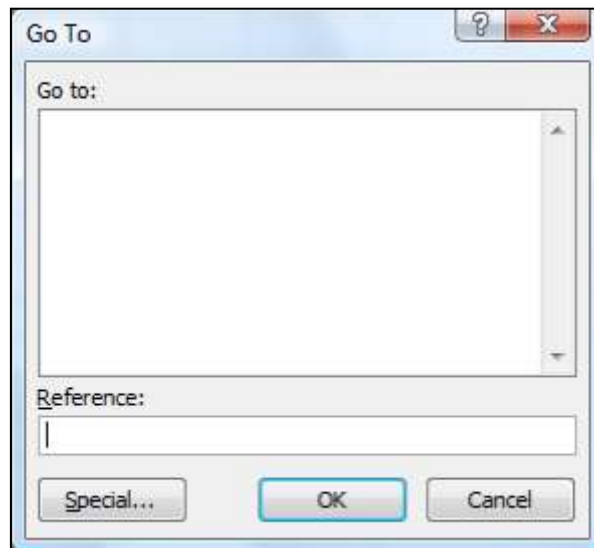
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Excel makes it easy to hide and unhide columns. What isn't so easy is displaying a hidden column if that column is the left-most column in the worksheet. For instance, if you hide column A, Excel will dutifully follow out your instructions. If you later want to unhide column A, the solution isn't so obvious.

To unhide the left-most columns of a worksheet when they are hidden, follow these steps:

1. Press **F5**. Excel displays the Go To dialog box.



2. In the Reference field at the bottom of the dialog box, enter A1.
3. Click on OK. Cell A1 is now selected, even though you cannot see it on the screen.
4. Unhide the column. (In Excel 2007 or Excel 2010, display the Home tab of the ribbon and click Format | Hide & Unhide | Unhide Columns. In older versions of Excel choose Format | Column | Unhide.)

Another way to display the first column is to click on the header for column B, and then drag the mouse to the left. If you release the mouse button when the pointer is over the gray block that marks the intersection of the row and column headers (the blank gray block just above the row headers), then column B and everything to its left, including the hidden column A, are selected. You can then unhide the column.

A third method is even niftier, provided you have a good eye and a steady mouse pointer. If you move your mouse pointer into the column header area, and then slowly move it to the left, you notice that it turns into a double-headed arrow with a blank spot in the middle as you position the pointer over the small area immediately to the left of the column B header. This double-headed arrow is a bit difficult to describe; it looks most closely like the double-headed arrow that appears when you position the pointer over the dividing line between column headers. It is different, however, because instead of a black line dividing the double arrows, there are two black lines with a gap between them.

When your mouse pointer changes to this special double-headed arrow, all you have to do is right-click and choose Unhide. Your previously missing column A magically reappears.

eBay Browsing Tool

Problem: I love using eBay to find the items I need locally, but it's difficult for me to search on eBay.

Solution: Flippity (www.flippity.com) is a desirable alternative to searching locally for eBay merchandise. With Flippity, you can search filtered results based on what you're looking for ("What") and your ZIP code ("Where"); when you enter this information in both fields, Flippity provides image search results from a 150-mile radius by default, but you can easily expand this coverage area using the slider. For example, you can search for an iPod touch for your ZIP code and extend the search radius if you can't find what you really want at first. On the Flippity search results page, you can decide on a price minimum and maximum to help you narrow down your selection. The goal of Flippity is to make it easier to pick up items personally, so you can save time and money.

Create Unique Usernames

Problem: I want to make sure I have secure and unique usernames for my online accounts.

Solution: When using Internet services and applications that require usernames and passwords, you can feel like you're

running out of combinations of letters and numbers that are safe enough to use repeatedly. My Username Generator (www.myusernamegenerator.com) minimizes the brainstorming. To get a username suggestion, click the radio button next to one of the username options, such as Very Long Usernames, Vowel Heavy Usernames, or Fantasy Usernames, and then click the Generate button. You can continue clicking the Generate button until you decide on a suitable username.

By Joanna Clay

Helpful Stickiness

Notebook PC keyboards are notoriously cramped and difficult to use, but there are Windows options that make your life easier. The StickyKeys feature simplifies the process of pressing multiple key combinations (such as CTRL-ALT-DELETE) by making these keys "sticky" so you can press them one at a time. This feature is especially helpful if you have less than agile fingers. From the Windows Control Panel, double-click Accessibility Options, and then click the StickyKeys checkbox. Click Settings to make any changes to your preferences.

Move Paragraphs

Shifting paragraphs around in Microsoft Word can be tedious. Instead of copying and pasting paragraphs, which can wreak havoc on your formatting and is generally a bit clunky, try using a shortcut. Highlight the paragraph to be moved and press ALT-SHIFT. While holding down those keys, use the Up or Down arrows to move the paragraph around the document. The entire section will move as if it's a single block.

Purge The Dust

Even if your business isn't in a dusty area, your computers can still fill up with an amazing amount of dust, hair, and dirt thanks to their intake fans. It will blanket your PCs' parts and act as insulation, preventing hot chips and drives from dissipating heat as they're supposed to. Carefully open your computers and blow out the dust with compressed air every six months or so. While you're at it, buy some filters made expressly for computer fans and sold at PC enthusiast and modder sites. Common sizes are 80mm, 92mm, and possibly 120mm (measured top to bottom or side to side, not corner to corner).

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"SECRETS TO SAFE COMPUTING"

By Gary Stanley

Step 1. Run an anti-virus program, preferably the free version of Avast.

Step 2. Run CCleaner once a day to clean your system of unused files.

Step 3. Run Malwarebytes once a week to clean your system of spyware.

Step 4. Run Disk Defragmenter once a month to clean up your hard drive.

Step 5. Back up your music, photos, documents, favorites, and address book.

Avast, CCleaner, and Malwarebytes are free programs and can be found here:

www.filehippo.com

Directions for installing Avast can be found here:

www.gary.stanley.net/avast.htm

Directions for installing and running CCleaner can be found here:

www.gary.stanley.net/ccleaner.htm

Directions for installing and running Malwarebytes can be found here:

www.gary.stanley.net/malwarebytes.htm

Disk Defragmenter comes with your computer and can be found by clicking Start, Programs, Accessories, System Tools, and Disk Defragmenter. With this program open, highlight the C: drive and click on the Defragment Button.

If you are using Windows XP you might like a Defragmenter Icon placed on your desktop so it's easy to get to each month. Navigate to it as outlined above, right click on Disk Defragmenter, click on "Send To" then choose Desktop.

With Vista or Windows 7 you can schedule defragmentation to automatically take place **once a month**, but make sure your computer is turned on at the specified time, otherwise do it manually. If manual operation is preferred then you may want to place the Defrag icon on your desktop as explained with Windows XP.

Use caution when installing any program to insure that you only install the intended program and not third party add-ons. (Piggy Back Installations) Example: Toolbars or Google Chrome.

Make sure your Favorites, Address Book, Photos, Music, and Documents are backed up to an external source! If you purchase an external hard drive and back-up software was not included you may try [this](#) free backup which I have used successfully.

Without specialized back-up software, the simplest way to secure your data files, music and photos is to right click on "My Documents" and choose Copy. Now click Start, Open My Computer, right click on your external source (external hard drive or flash drive) and choose Paste. The time it takes will depend on how many files you have to back up.

Favorites and address book require a different procedure. To back up your favorites in Microsoft's Internet Explorer, click on File then on Import and Export. Click "Export to a File" then click Next. Click Favorites then click Next twice. In the window asking you "Where do you want to export your favorites" click the Browse button, navigate to your external drive, highlight it and click Save. Now click the Export button then Finish.

If you use Outlook Express as your mail client the following procedure may be used to back up your address book. Open the address book, click on File, Export, Address Book (WAB). In the "File name" window type in "Address Book" and today's date. Open the "Save In" window, click on your external drive then click the "Save" button.

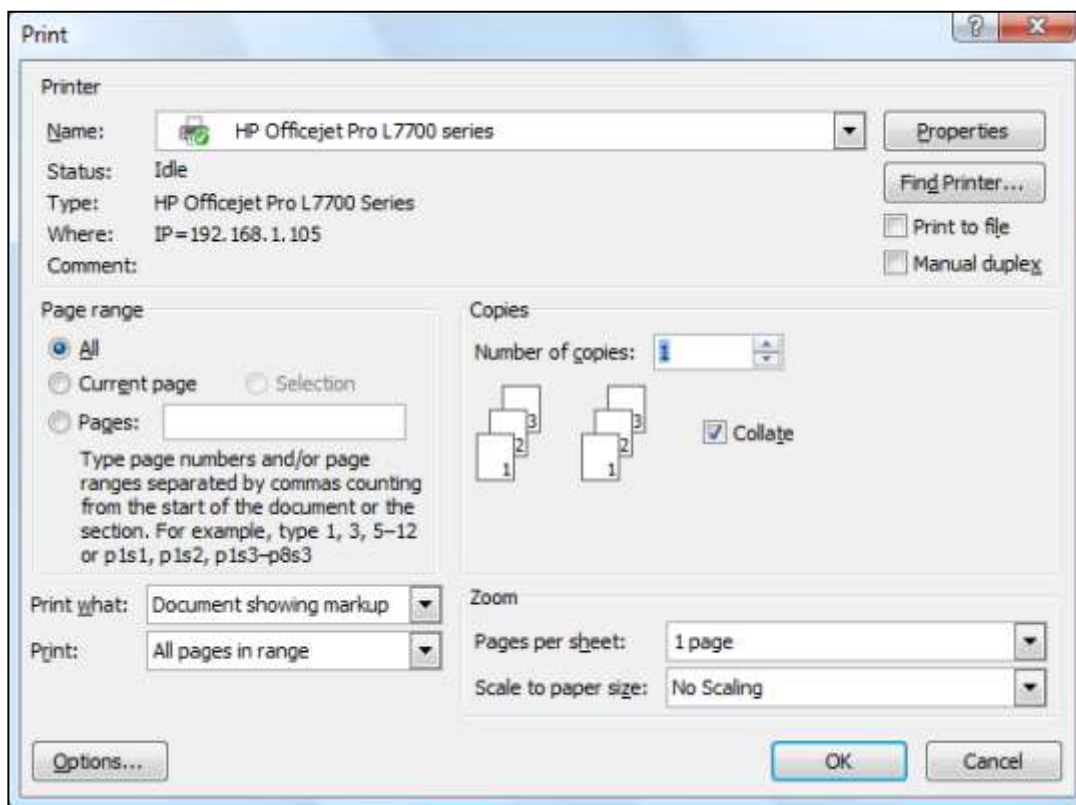
If you ever lost your Favorites, or Address Book it's a simple procedure to restore. Just click File then Import and follow the reverse procedure.

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<http://gary.stanley.net/secrets.htm>

There may be many times that you need to print either odd or even pages in a print job. For instance, you may want to put your pages through the printer twice so you can print on both sides. This is easy to do in Word by following these steps:

1. Press **CTRL+P**. Word displays the Print dialog box.



2. Adjust the printing settings as desired.
3. Using the Print drop-down list at the bottom of the dialog box, choose either Odd Pages or Even Pages, as desired. (Make sure you use the Print drop-down list, not the Print What drop-down list.)
4. Click on OK. Your document is printed.

The above steps work great in any version of Word up through Word 2007. If you are using Word 2010, then the Print dialog box was done away with. You should follow these steps, instead:

1. Press **CTRL+P**. Word displays the File tab of the ribbon, with printing options visible in the tab.
2. Adjust the printing settings as desired.
3. Using the first drop-down list under the Settings heading, choose Only Print Odd Pages or Only Print Even Pages, as desired.
4. Click on Print. Your document is printed.

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Thousands of free Microsoft Word tips can be found online at <http://word.tips.net>.

Sauk Computer User Group
User Helping User
2803 Spencer Dr.
Sterling, IL 61081

There will be a Question & Answer
Session starting at 1PM.
Bring any questions you have about
your computer or problems you may
be having. It will be conducted by:
Neal Shipley & Art Bendick



Notice

The next meeting of the Sauk
Computer User Group will be

Mar. 12, 2011

Question & Answer: 1:00 PM

Business: 2:30 P.M.

Program: 3:00 P.M.

Place: **Whiteside Senior Center**
1207 West 9th Street
Sterling, Illinois 61081

ERIC ARDUINI, OWNER OF SILICON WRENCH, A ROCK FALLS
COMPUTER REPAIR BUSINESS (WWW.SILICONWRENCH.COM)
WILL BE DOING THE PROGRAM.