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# PPCUG NEWS

A PUBLICATION OF THE PRINCETON PC USERS GROUP

## How to Find and Use Health-Related Resources on the Internet

Victor Laurie

**Monday, October 16, 2006, 7:30 p.m.**

The Internet contains many valuable resources for health-related information as well as much that is dubious. Vic's talk will discuss what kinds of information are available, how and where to find the information, and how to evaluate what you find.

Victor Laurie, <http://vlaurie.com>, received a Ph.D. in Physical Chemistry from Harvard University. He then joined the Chemistry Faculty, first at Stanford University, and subsequently at Princeton University. He began using computers as a research tool in 1956 and has been using them for a variety of purposes ever since. Now retired, he lectures frequently on computer topics and is especially interested in encouraging Senior Citizens to use computers.

Lawrence Library Meeting Rooms 1 & 2  
US Alternate Route 1 South & Darrah Lane, Lawrenceville, NJ

*Meetings of an organization at any of the facilities of the Mercer County Library System  
in no way imply endorsement of its programs.*

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### Coming Schedule

Nov. 13 -----Hank Kee on Remote Computing  
Dec. 11 -----Member's Holiday Party  
January 8, 2007 ----- TBA  
February 8, 2007 --- TBA  
April 27, 28, 29, 2007 ---Trenton Computer Festival at TCNJ

## About PPCUG

### General Meetings

Second Monday of the month at the Lawrenceville Library, Alternate Route 1 and Darrah Lane.

7:00 PM: Social Time / Tech Corner

7:30 PM: Meeting comes to Order

7:45 PM: Featured presentation

For information about upcoming meetings or joining PPCUG, see:

<http://www.ppcug-nj.org>

or email us at:

**ppcug.nj at gmail.com**

(Please include "OK" in the subject line.)

### Board Meetings

Board meetings are open to all members. Notice of an upcoming meeting will be posted on the web site.

### Board Members

#### *President:*

Clarke Walker 609-883-5262

#### *Vice-President:*

Tom Carman 732-828-6055

#### *Secretary:*

vacant

#### *Treasurer:*

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#### *Newsletter Editor:*

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#### *Program Coordinator:*

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#### *Web Master:*

Joe Budelis 609-921-3867

### 2006 Annual Dues

Dues are \$40 per calendar year with a mailed newsletter or \$20 per year with online access to the newsletter. New members pay \$3.25 or \$1.75 per month times the number of months remaining in the current year.



## Minutes of the September Meeting



The meeting started at 7:30 p.m. by President Clarke Walker.

The feature presenter was John Goodwin, Jgoodwin88 at verizon.net. John demonstrated how to install additional memory, a hard disk drive and an optical disk drive. A thank you to Sol Libes for providing the hardware.

John Goodwin by Judge Landis



## Pictures from the September Meeting

*by Judge Landis, judge at alumni.princeton.edu*

**Member of the Princeton PC Users Group**



\*\*\*\*\*  
 \* **Help Wanted** \*  
 \* **Secretary** \*  
 \* The group is in need of a Secretary to take minutes of the \*  
 \* meetings. Also to read and respond to club email. Please see \*  
 \* a Board Member for more information. \*  
 \* \*\*\*\*\*

## President's Message

Well we are now into double digit months. This can only mean that we are getting near the end of another year. Soon we will be planning for talks for the Winter and Spring months. If you have a presentation you would like to make or know someone who could make a presentation please let Sol Libes, sol at libes.com, know.

Do not forget that because the Library is closed on Columbus Day the Club is meeting the third Monday of this month. And we will be fortunate to have Vic Laurie present a talk on "Searching the Web for Medical Information".

- Clarke Walker



## Link of the Month

Microsoft has released a new candidate version of Windows Vista along with additional information about this upcoming operating system release.

<http://www.microsoft.com/windowsvista/default.aspx>

Have you discovered a useful link? Then share it with the members of the P PC UG.



## Downloading a File

*by Dave Gerber, dgerber at apcug.net*

**APCUG Advisor; VP Sarasota PCUG, Florida; Radio Talk Show Host, [www.spcug.org](http://www.spcug.org)**

### Step 1: Create a Download Folder

The first step in downloading from the Internet, is to create a folder where you will always save your downloaded files. This will help you to locate the file once it is downloaded into your computer. To create a new folder (directory) called C:\Download using Windows Explorer, highlight your C: drive, and then click on these menu items, one after the other: File | New > Folder. When a folder entitled New Folder is created, rename it "Download".

Note: A word about distinguishing between the Windows Explorer and Microsoft Internet Explorer. The Windows Explorer is the system tool that helps you examine and access your entire computer; files; directories; drives; desktop, etc. In contrast, Microsoft Internet Explorer is the browser you can use to surf the Web.

### Step 2: Download a File Using Your Browser

Microsoft Internet Explorer (MSIE), Netscape Communicator, Opera, and other browsers work in similar ways. After you click the Download Now button, a small window will open and ask you, "What would you like to do with this file?" or something similar. Simply click on the "Save it to disk" or "Save" choice, and then click OK. When the familiar "Save As" window appears, use it to navigate to your newly created C:\download folder and click "Save." Watch and wait until the file has finished downloading. Problems? Some older versions of MSIE may require that you right-click on "Download Now," and select "Save Target As" to be able to begin the process described above.

### Step 3: Prepare Your File for Installation

Although some files end in .exe and automatically install or explode into many files, many of the files you will download end in .zip. Since programs almost always include more than one file, think of the trouble it would be to download many files just to get one program to install. A zip file, also referred to as an archive, is an individual file that has files stored within it. When multiple files are combined into one zip file, they are also compressed in size, which has the further benefit of saving hard drive space and shortening download time. To open a .zip file, you will need a program that will unzip the file for you. The most common program for this is WinZip. If you do not already have WinZip, follow these instructions to install the proper version.

#### Step 4: Download and Install WinZip

Go to [www.winzip.com](http://www.winzip.com) and download the shareware version of WinZip. (Note from Dave: This version of WinZip is shareware; registration costs \$29.) Put it in your computer's C:\download folder. The WinZip file is in the form of an .exe that can be run and installed without any additional steps.

Congratulations!

You've successfully downloaded a file, and a whole new world is available to you now! The Internet is a great source for finding software gems. By tapping into the Web's mother lode of software, you can try programs to see if you like them before laying out that hard-earned cash, and keep your favorite programs up to date by learning to download and install their latest versions.

#### Step 5: Install your file

Double-click on winzip81.exe to install WinZip, then follow the easy step-by-step installation instructions. We suggest you take all of the suggested default settings and scan all your drives for favorite folders. WinZip can then easily access your C:\download directory for the next step. STOP when you reach the "WinZip Wizard - Welcome" window, and proceed with the next instruction. WinZip has probably been set up to launch using wizards, which are interfaces designed to make it easier to use new programs. They present each step in a series of separate windows, with options and decisions for you to make before you click Next to proceed.

#### Step 6: How To Handle .exe Files

As we mentioned at the beginning of Step 3, you will find files ending in both .zip and .exe. You will find that .exe files are even easier to handle than .zip files! If you downloaded and installed WinZip earlier in this exercise, you know exactly what we mean.

The .exe files that you download are ready to be run -- the only thing is, they can act in one of several different ways. Here are a few examples of what may happen when you double-click on an .exe file that you have downloaded.

An installation routine may begin immediately. In this case, all you need do is follow the instructions that are presented to you.

A small window may appear that explains that the file will extract to a particular folder. You may wish to change the folder, or at least make a note of where the files are being placed. At the conclusion of the file extraction process, an installation process may begin. If it does not, use Windows Explorer to navigate to the folder where the files have been placed. Once there, you can look for a Readme.txt, File\_id.diz, Vendinfo.diz, Productname.txt, or other file that may help you install the program. Typically, a Setup.exe or Productname.exe will be there for you to click upon.

All of the files within the .exe will be expanded into the current folder. Fortunately, this older method of packaging is not used very often



## “Suddenly...” OR “I didn’t do anything!” Part 1 (section 2)

by Charles W. Davis, Chas at [anthemwebs.com](http://anthemwebs.com)

Newsletter Editor & Webmaster of Sun City Anthem Computer Club, [www.myscacc.org](http://www.myscacc.org)

Subtitle: Or — a month’s log of a Sun City Anthem Computer Club “house call” doctor

*Editor’s Note: This is the remainder of the article that began in the September 2006 Newsletter. The following article is the second part of the author’s original articles.*

“Suddenly...”

Last week, one of your neighbors in the Valley View Village went to his neighbors stating that his phone went “dead.” On investigation, it was learned that he had ordered and installed a new Voice over Internet Protocol (VoIP) phone system. Some of the equipment had arrived, but due to a transposition of digits when entering the credit card number, the important “Silver” box did not get shipped. “Ida Know” didn't know how the mix up occurred. “Who Knows” stated that the customer

probably discarded the silver box with the packaging. However, the land line telephone provider had been notified to discontinue the service. “Dead line!”

An admonition: Always check the contents of packages to make certain that all components are included before installing anything! The Federal Communications Commission has a web site that explains most aspects of VoIP:

<http://www.fcc.gov/voip/>

Not so “Suddenly...”

This particular call arrived on a Tuesday, so I was surprised to hear: “Suddenly I can send e-mail but I can’t receive any messages. Everything times out. I’ve called Cox Communications and since I use Office Outlook 2003, they weren’t much help.” This phone call came in at a time that Vickie was out and wouldn’t return for a while, so I slid behind the wheel of the Miata and headed for Ridgecrest Village to see what had happened so “suddenly.”

It took several minutes of attempting to send messages to the owner’s e-mail address. Sure enough the message would be sent, but no incoming messages. After some time it would all time out. The first inbound message would never arrive. I found that there was no Internet access using Internet Explorer. I installed Firefox from my USB Flash memory and was then able to access the internet. At this time clues began to appear one-by-one.

Norton Internet Security was warning of Firefox accessing the Internet — twice! ZoneAlarm was warning of Firefox accessing the Internet!

Oops! Only one program firewall at a time is allowed. Since the member’s Norton subscription was about to expire, I downloaded AVG antivirus to his desktop (free at <http://free.grisoft.com>), shut off the cable modem, went to uninstall Norton SystemWorks and discovered two versions. I uninstalled both. When I attempted to install AVG antivirus, the program indicated that the version of the Roxio CD creator contained code that was incompatible with AVG, and it provided a link for an update. I installed the update and then successfully installed the AVG antivirus. Then I turned on the cable modem and downloaded updates. I was grateful to the AVG programmers to make that test and inform the user. Suddenly, I decided that I like the AVG antivirus program and its creators even more than in the past.

Now I felt that I could address the original problem. I opened Office Outlook, and it proceeded to download a monstrous movie clip — 9.87MB! It was able to complete the download due to the fact that Norton wasn’t scanning inbound e-mail messages.

“Suddenly” wasn’t really all that sudden. The second and third firewall programs were installed over a period of time, but the problem didn’t manifest itself until the arrival of the large file. As an aside, it was a clip from a newscast relating the story of an autistic youth that had been the go-fer for a high school basketball team. On the last game of his senior year, the coach (dad) suited him up put him in to play. I believe that I saw through the tears that welled up in my eyes over 21 points racked up — all three pointers. I’m not a sports fan, but am a fan of the underdog! \$20 more for the Club’s treasury.

This article was originally published in Bits, PCs & Macs. Bits PCs & Macs is the newsletter of the Sun City Anthem Computer Club. All copies are available online at: <http://www.myscacc.org/newsletters.htm>



## “Suddenly...” OR “I didn’t do anything!” Part 2

*by Charles W. Davis, Chas at [anthemwebs.com](http://anthemwebs.com)*

**Newsletter Editor & Webmaster of Sun City Anthem Computer Club, [www.myscacc.org](http://www.myscacc.org)**

Subtitle: Or — a month’s log of a Sun City Anthem Computer Club “house call” doctor

These first two paragraphs are a repeat of the introduction to Part 1 of this article. In working to help Club members and others with their computer problems during the Thursday morning Computer Talk sessions, or more often when making “house calls,” I often hear strange tales that usually involve acts of some gremlin like creature. However, gremlins are more closely related to mechanical problems in aircraft.

Generally the caller’s comments start with “all of a sudden” or “suddenly” and end with “I didn’t do anything.” I can only

surmise that it was probably one of cartoonist Bil Keane's ghostlyimps "Not Me." "Nobody" or even "Ida Know."

A very frequent "Suddenly"

Quite frequently, I get a call and the party on the other end is complaining about the fact that suddenly there are small dashes between words accompanied with the backward "P." I kind of like this one, as I can generally "fix" it over the phone. This one is usually caused by the imp "Nobody." "Nobody" placed the pointer on the Show/Hide icon on the Office Word tool bar. In the image below you will note the parenthetical expression (Ctrl+\*). Holding Ctrl+Shift+8 will turn them on, do it again to turn them off. Note that "shift + 8" is the \*.

Naturally, in MS Office Publisher the keyboard short cut is Ctrl+Shift+Y.

By the way, that backward "P" is called a pilcrow. For a complete rundown of funny dots and arrows, see: <http://word.mvps.org/FAQs/Formatting/NonPrintChars.htm>

"Suddenly" I can't print!

This call came in late in the afternoon. A member had changed his printer cartridge and could no longer print. He could no longer receive e-mail messages. To my surprise, there was no task bar visible on the desktop! He had been without a means of normal shutdown for weeks! After installing 23 critical updates to his Windows 98 SE system, the task bar was still not visible. However, the printer was now back in working condition.

Now was time to address the e-mail problem. He showed me an article he had clipped from the Las Vegas Review-Journal by the syndicated columnist James Coates. The article revolved around a question submitted by a customer of Comcast, an Internet Service Provider. James walked the reader through the steps to properly set up Outlook Express for the Comcast e-mail account. Unfortunately our club member had followed the instructions completely and therefore attempted to access Comcast's e-mail server. "Suddenly" incoming e-mail messages had ceased to arrive. I reset the account to the member's Cox Communications server. Messages were now arriving as desired.

Following a phone call and suggestions from another trouble shooter ("Silly," he said: "Hit the start key!"), the task bar was located hiding off to the right of the screen! I started to drag it to the bottom of the screen and the thing snapped up to the top of the screen. I started to drag it to the bottom, but he didn't want it moved! Suddenly, he is back in the retiree business! "Ida Know" had clearly been involved here. The evening was warm and clear with a view of the sparkling lights of the Las Vegas Strip in the distance as my Miata carried me and the \$20 check home.

My Miata has sat in the sun with the top down for many hours each day for the past six years. One morning I made a trip to a shop to have the interior panels on both doors replaced. While I was gone, two members called and one explained to Vickie that he had four Word files that when opened immediately shut down word. The other told Vickie that he had major computer problems and it was probably ready for burial.

In the first instance "Ida Know" was definitely involved. Big time! Norton Antivirus hadn't been updated since 2002! I downloaded the free AVG Antivirus, uninstalled Norton Antivirus via Control Panel's Add/Remove function. I installed AVG, after the Roxio update as mentioned earlier, then updated AVG and scanned for viruses. None! I downloaded and installed Ad-Aware SE Personal and scanned. Ad-Aware found 335 malware programs that were removed. Still, it didn't fix Word.

During the scans, which seem to take forever, the lady of the house was distraught over the loss of her Quicken backup data. She thought that she had backed up to a new USB Flash memory drive prior to buying her new computer. I opened the My Computer folder and double clicked on the USB drive and located the Quicken file and double clicked on it. Quicken opened and her checking balances were as expected. I renamed the USB Flash Memory drive to her name. Hoping to avoid future trips to her home, I had her practice the routine several times.

The above scans were now complete.

I returned to his computer and I chose Detect & Repair from Word's Help drop down menu. Following this repair function, things were still the same. I finally opened one of the documents and immediately chose "Save As" from the File drop down menu. I changed the file name by one digit and closed. I reopened the newly saved document and Word remained open. I followed the same procedure on the others with success in each case! Why? "Ida Know."

By this time, I was late to the second appointment. Earlier, I had tried to call, but got an answering machine. I left the mes-

sage that I was running late and would be there soon. I had called the wrong number, and I have wondered whether the unknown party was still waiting. I collected the \$20 donation check and departed.

On arrival at the second destination, the member had meticulously written down the steps that led to his problem, and more important, the steps that he had attempted to resolve the issue. I listened to all the steps as he read from the sheet of paper. Then he explained that the screen went haywire when Windows XP booted up, and the system crashed. It seemed that the problems started with the installation of eight Windows updates that he had downloaded on a dialup connection. "Ida Know" was definitely involved here, as I have not heard of any Critical update causing this reaction. On rebooting he received several messages that indicated some drivers were back level. He couldn't access the Internet via his Earthlink access. The Earthlink Tech Rep had told him install some drivers from the Dell CD that came with the computer. Big mistake! I looked at the CD and it was for Windows 98! This member was running Windows XP with SP2 installed.

I started the system in Safe mode and went to a System Restore point that preceded the first of the steps that he had outlined.

He was now back in business—well, as much in business as any of us retirees. His wife wrote the \$20 check and I arrived home on a Friday evening just in time for our cocktail hour.

#### Desperate Housewife

A desperate housewife called and let me know that she needed some help with her computer. AOL had "Suddenly" gone berserk! What's new? I thought. My Miata soon delivered me to her driveway in Ridgecrest Village.

AOL was unresponsive. When opening, a message would appear stating that a file was not a Windows image. OK, so what? I finally uninstalled AOL and using the installation disk re-installed it. Same message, but we did manage to open an e-mail message and print a picture taken at her first great-grandson's first birthday.

I soon found that Norton's subscription had expired some 14 months before! Next order of business was to uninstall Norton's Anti-virus and then download the free AVG Antivirus. Following the start of the download, I read that it would take approximately three hours on the dial-up connection.

I asked her to install the program upon completion of the download and left. Later that day, a power glitch hit and I lost my next issue of the Anthem Compendium.

There is no auto-save function in FrontPage.

Two days later the desperate one called again and said nothing had worked. Sure enough that power glitch had shut the download off. Further, it was corrupted. Once again I started the download and went home for lunch. On my return, there were still a few minutes to wait. AVG Antivirus was successfully installed.

Now, I had to address her problem with AOL, the same message as before, and it would not respond when one clicked on the mail icon. Yet the Windows Task Manager said it was running. Upon trying to close it using the Task Manager, one discovered an update being applied. Later, I would start to shut it down but, then it was downloading a program update. It had been months (years) while since the CD had been produced so there were several updates to install.

I decided a different tack was needed. I did a search for a file with a .tol file extension and found three. On a subsequent restart of AOL, I noticed the one in trouble was in a "b" version?

I then opened Windows Explorer and plowed down through the C drive folders and located the three files. There were really three different versions of AOL installed. The un-install hadn't uninstalled a thing! That proved to be the answer, as I simply copied the .tol file from one installation to the "b" folder. All is well in AOL land once again.

She made me take a second \$20 donation to the Club and I was soon back home writing this.

#### The parking lot approach!

Last week, as I walked from the Computer Club classroom to the parking lot, a lady called to me. She explained that one of our other "house call" volunteers had spent hours attempting to download and install a new version of Norton antivirus at \$59.99. It appeared to him to be a bad download as it kept saying something needed to be "fixed." After a while he assumed that the download was corrupted and they called Symantec. After several hours with Tech support, they finally ordered a

box copy mailed to the house, another \$59.99. She added that she had also bought a router as recommended and that needed to be installed.

The next morning at the Computer Club's "Computer Talk" session I asked why he had not installed the free AVG Antivirus. He explained that the member was only doing as her late husband had instructed. 'Nuf said.

The next day, I called and made an appointment for Saturday. Since she lives only two blocks away, I walked. No one answered the bell. So I returned home and about 45 minutes later she called. I had been at the house next to hers! Another mutual time was arranged. On this day the temperature was hovering around 100 degrees, so I drove the Miata. With the top down and the air conditioner on full blast, of course.

When I started her computer, the Norton product indicated a problem with a button to "fix it." I clicked on it and it started a system scan. After several minutes, that wasn't going to accomplish anything, so I stopped the scan and re-booted. Same routine! This time though, I decided that the programmers at Symantec, thought the lack of a scan meant something needed "fixing" and Tech support didn't pick up on the lack of clarity in their message! Sure enough, when the scan was completed, the need for a fix went away.

I easily installed the router and then went online to the URL that Symantec had provided on the receipt and applied for a return of the boxed versions that had been mailed. No problem!

"Suddenly" or "not so suddenly" all of the incidents reported here are of a real concern to the Club members that called for assistance.

When you have a problem, contact your Computer Club's President.

This article was originally published in Bits, PCs & Macs. Bits PCs & Macs is the newsletter of the Sun City Anthem Computer Club. All copies are available online at: <http://www.myscacc.org/newsletters.htm>



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