



# Brevard Users Group



May 2011

## Online Virus scans

### TrendMicro

<http://housecall.trendmicro.com/>  
<http://tinyurl.com/2xis>

### Panda

<http://www.pandasecurity.com/homeusers/solutions/activescan/>  
<http://tinyurl.com/33evjg>

### Bit Defender

<http://www.bitdefender.com/scanner/online/free.html>  
<http://tinyurl.com/q7stbj>

### Eset

<http://www.eset.com/us/online-scanner>  
<http://tinyurl.com/4u24vwd>

### McAfee

<http://home.mcafee.com/store/Product.aspx?productid=mss>  
<http://tinyurl.com/2dgn89m>

### Microsoft Windows Live One Care

<http://onecare.live.com/site/en-us/default.htm>  
<http://tinyurl.com/2njxlf>



## Secretary's Report

By : Gervase Bushe

### Minutes of General Meeting April 14, 2011

The meeting was called to order at 6.30 PM by President Larry French.

There were about 20 members present. Some member's questions were answered by Chuck Boring even before the meeting officially started.

Larry started by asking if we had any first time visitors. Roy Conk replied that he was and was welcomed by the president. Larry said that we did not have a treasurer tonight (Tom English) as he had gone out of town.

He also stated that we would not have a board meeting tonight. This was moved until after the fourth Thursday meeting because he found it too much to prepare for two meetings the same night.

Larry said that we did have a speaker for tonight, Mr. Lance Jarvis of SHINE (which stands for Serving the Health Insurance Needs of Elders) so after offering to bring up any website that he might require, he turned the meeting over to Mr. Jarvis.

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Mr. Jarvis opened by saying that SHINE was an organization that most people had not heard about despite the fact that it had been operating in Brevard since 1992. He said that it was an all volunteer group who were trained to help seniors understand the complexities associated with original Medicare and the Medicare Advantage plans which are available to us in Brevard. He told us that there are some 35 different plans available in Brevard, and 27 different drug plans, so he asked, how was someone going to choose between all of these different options? It could be terribly confusing. So this was where it was their job to help. He went on to say that they were all volunteers who had no bias, whose job it was to provide a totally objective view of which plan(s) would best suit a particular individual. He went on to cite a particular case where he had helped an individual, literally a rocket scientist recently released from Cape Canaveral to understand his best choice.

He said that there were 10 offices of SHINE available in Brevard and gave us a directory of their locations. He said there were about 40 counselors like himself and that the SHINE organization was part of the Florida Department of Elder Affairs. He said they were partially funded by Medicare and that they went through extensive training for 5 days, 8 hours a day and had to pass an exam with good marks. He said they were also fingerprinted and cleared by the FBI.

He said that they also helped people who were unable to pay for their Medicare or drug costs by directing them to the appropriate program that could help them.

He asked us even if we did not need help from SHINE ourselves if we had any friends or neighbors that might need help, to let them know that SHINE was very anxious to be of help. Then he gave some examples of typical questions they might get.

Next Mr. Jarvis got on the computer, saying that all the counselors had to be very computer literate, and worked through an example on the Medicare website that illustrated how a particular individual's situation could be entered in to arrive at the best choices for his or her case. This was an excellent presentation very well received by the members present. A number of who indicated that they would be consulting SHINE about their best choice at the next election period, which comes up next Oct. 15 to Dec. 7, 2011.

## Treasurer's Report

By: Tom English

### March (2011)

#### EXPENSES

Postage	\$48.64
Florida Annual Fee	\$61.25
Printing	\$77.16
<b>Total</b>	<b>\$187.05</b>

#### INCOME

Dues	\$220.00
<b>Total</b>	<b>\$220.00</b>

#### ASSETS

Checking	\$1,431.33
Savings	\$2,022.23
<b>Total</b>	<b>\$3,453.56</b>

#### Renewals

BEARDEN, Robert A.	1248
CASSEL, Lester G	1087
GOULSTONE, R.T.	1155
MILLS, Loretta	1156
REIL, Arlene	1324
ROCQUE, Helene	0809
RODRIGUEZ, Dorothy	1200
STILLWELL, Ivan D	0506
WADLER, Daniel	1186

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Finally our speaker gave us an update on this year's changes to Medicare and fielded a number of questions from members.

President French thanked our speaker for an excellent presentation, and that ended his involvement with our meeting.

There followed a short question and answer session regarding member's computer questions.

The meeting ended at approximately 8 PM

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# May BUG Meetings 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Tinkers SIG call: 952-0199 to verify meeting	2 Daytime SIG One Senior Place 8085 Spyglass Hill Rd Viera, FL	3	4	5	6	7
8 Tinkers SIG call: 952-0199 to verify meeting	9	10	11	12 Monthly Meeting Central Baptist Church 2503 Country Club Dr. Melbourne, FL	13	14
15 Tinkers SIG call: 952-0199 to verify meeting	16	17	18	19	20	21 Newsletter SIG Call 728-5979 for information.
22 Tinkers SIG call: 952-0199 to verify meeting	23	24	25	26 Windows & Linux SIG Central Baptist Church 2503 Country Club Dr. Melbourne, FL	27	28
29 Tinkers SIG call: 952-0199 to verify meeting	30	31				

# Buying and Selling on eBay (Part 1 of 5)

Submitted by Gini Pedersen, Instructor, FREE Internet and Computer Classes, San Diego Continuing Education; Honorary Lifetime Member, Seniors Computer Group, for her outstanding work in the community  
<http://www.iteachyou.com>  
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## What is eBay?

eBay is the largest and most popular auction site on the Internet. Their main service is to match up buyers with sellers anywhere in the world. Although the buyer doesn't pay anything to eBay to bid or win an auction, the seller does pay one or more fees. Fees vary, depending on what is being offered and the features included in the listing.

## Registering on eBay

Following are guidelines for setting up an eBay account:

1. Go to <http://www.ebay.com/>
2. Click Register link.
3. Complete all registration fields.

## Viewing an Item on eBay

Following are guidelines for viewing auction items at eBay:

1. Go to <http://www.ebay.com/>
2. Click Sign In link and log on to your eBay account.

Note: Although you can view items on eBay without clicking the Sign In link, you cannot bid on items without first logging on.

3. Type a search keyword(s) in the field under the eBay logo at the top of the eBay window and choose a category to the right if desired. For example, type keywords Canon Camera and choose Cameras and Photo category. You can further narrow your search by choosing one or more options in the Refine Search sidebar on the left. For example, Digital Cameras. Continue narrowing your search until you see a reasonable number in orange to the right of the Refine Search sidebar.

4. Click the down-facing arrow to the right of the

Sort By field to organize the results in desired order.

*Note: The Sort By field is on the right side of the screen, just above the first item listed.*

5. Click on the blue, underlined wording (Title) to the right of the image to see a specific item.

6. Scroll down to read details about this listing. The top portion is part of a "template" provided by eBay that contains the most important information about the listing and below that is the description written by the seller.

## Bidding on an Item on eBay

1. Sign in with your User ID and Password.
2. Locate the item you want to bid on.
3. Bookmark the item so you can review its status later.
4. Read all information about the auction item.
5. Scroll to the top and type in the maximum bid in the Your Max Bid field- the maximum you would be willing to spend—knowing that bidding will reach this maximum only if another bid causes the amount to increase.
6. Click Place Bid and then Confirm Bid on the next screen.
7. You will see either the minimum bid ("Starts At" amount) submitted in your name (if you are the first bidder) or else the previous bid will be increased by the Bid Increment amount.

*Note: Click Bid History if you want to see the details about all bids so far. For most items your User ID will be replaced with one that looks like the following: x\*\*\*x which protects the identity of the bidder.*

8. Check back periodically (if desired) to see how bidding is progressing on the item.



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# Buying and Selling on eBay (Part 2 of 5)

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## Guidelines for Safe and Successful Buying on eBay

**Guideline #1:** Be cautious about bidding on a high-priced item from a seller with a rating in the mid or low 90% range. Also check the number next to the seller's User ID since this indicates the number of feedbacks that the percentage amount relates to.

People who repeatedly sell merchandise on eBay can't afford to have a negative feedback rating, and they'll go out of their way to make sure the customer is satisfied. Check the seller's profile and use this information to evaluate this seller.

### Guideline #2: Escrow Service

For purchases over \$500 consider using an escrow service such as eBay's at <http://www.escrow.com>. Doing so will ensure that you get satisfaction before your funds are released to the seller. The fee charged for their service is worth the peace of mind that you'll get by knowing your transaction will be secure. Of course, there are other escrow services available, but be cautious when selecting one. Never let the seller select one.

### Guideline #3: Understand the process

Get out there and learn all you can. Read the eBay guidelines, check out the SafeHarbor policies, look at other auctions by the same seller and make sure everything appears to be on the level. Information is power, and the only way you can hope to come out ahead is to know everything there is to know.

### Guideline #4: Sales outside the country

Never wire money out of the country. This is usually a bad idea; you have little chance of getting the money back.

### Guideline #5: Requests to update your shopping or payment account

If you receive an email message asking you to update your shopping or payment account, don't click its links or buttons. Just delete the message. Sites like eBay, PayPal, etc. never send emails asking for updated information. Such bogus messages are referred to as Phishing.

### Guideline #6: Social Security Number

Never give your SSN to anyone who doesn't have a valid reason for needing it.

### Guideline #7: Credit Card Info

Never give your credit card information in an email message. Only provide it on secure websites. You should see <https://> (not just <http://>) at the start of the address on screens where credit card information is entered.

When you enter a "maximum" (also called proxy) bid for an item, you are indicating the highest amount you might be willing to spend for this item. You will pay this maximum amount ONLY if another bidder(s) bid against you but don't exceed the maximum amount you entered.

Although no one actually sees what you enter as a maximum bid, you have revealed your interest in this item which occasionally draws more interest from others.

To allow the flexibility of a maximum bid — and NOT reveal your interest in this item until a few seconds before the end of the auction, you can use an automated "sniping" service. I use BidRobot.com <http://www.bidrobot.com> which is very inexpensive and reliable. Or you can enter a manual bid during the last several seconds to do this yourself. Manual snipers often get beat out by automated sniping services.

It is important to use ONLY a sniping service that you feel you can trust since you will be providing them with your eBay user ID and password so they can bid on your behalf. I have used BidRobot for over 2 years. Others I've heard of (but not used) include AuctionTamer (<http://www.auctiontamer.com>) and Auction Sentry (<http://www.auction-sentry.com>).



## Buying and Selling on eBay (Part 3 of 5)

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### Paying for Your eBay Item

When the bidding period closes, the highest bidder is the “winner.” eBay automatically emails both the buyer and the seller notifying them of the successful end of the auction and setting the process in motion for payment, delivery, and feedback to occur.

The seller chooses what payment option(s) they offer. Payment options include one or more of the following:

- PayPal (<http://www.paypal.com>)
- ProPay (<http://www.propay.com>)
- Moneybookers (<http://www.moneybookers.com>)
- Paymate (<http://www.paymate.com>)
- Direct credit card

(Note: This option is generally used only by sellers that already have an established credit card processing account.)

Sellers may offer the following payment options for only a few types of items (vehicles, local pickup, real estate, and a few more):

- Bank-to-Bank Transfers
- Cashier’s Check
- Money Order
- Check or cash

### Registering at PayPal

One popular e-payment option is PayPal at <http://www.paypal.com>. If you plan to bid on eBay (or many other auction sites), I recommend you open a PayPal account which allows you to easily pay for your purchase with your regular VISA, MasterCard, etc. — or by direct payment from your checking account. You will need to register at PayPal which I have been using for several years — with no problems to date. This way, the individual seller never sees your credit card information.

Following are guidelines for setting up an account at PayPal:

1. Go to <http://www.paypal.com>
2. Click Sign Up Now link.
3. Complete all registration fields.

### Choices of accounts:

1. Personal - Mostly for buying
2. Premier: - Buying and selling using your personal name. I recommend you set up either a Premier or a BusinessAccount.
3. Business: - Buying and Selling using your business name



## Buying and Selling on eBay (Part 4 of 5)

### Selling an Item on eBay

Every successful seller first becomes a buyer so they can better understand the importance of pictures, descriptions, feedback, shipping and handling policies, payment options, and more.

Following are guidelines for listing an item to sell on eBay:

1. Set up an eBay account. See Registering at eBay on prior handout. You can use the same account to buy and sell on eBay.
2. Go to <http://www.ebay.com> and log on to your eBay account.
3. Click Sell tab near top of eBay window.
4. Follow directions on the screen.

Note: You will be asked for credit or debit card information plus checking account information. This is the method eBay uses to charge you the appropriate fees for what you are selling.

### Important Note:

Ebay charges 2 different fees...

1. Insertion Fee (IF) — based on your starting price  
Note: Your IF is only 50 cents for all Fixed Price starting starting over 90 cents.
2. Final Value Fee (FVF) — based on your selling price

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**eBay ... Continued from Page 7**

Note: Your FVF is between 8% and 12% for all Fixed Price sales starting over 90 cents.

Fees listed in this chart apply to most merchandise but not to cars, houses, industrial equipment, and a few other categories.

Standard Fees—Auction-style Listings	
Starting Price	Insertion Fees
\$0.01–\$0.99	FREE*
\$1.00–\$9.99	\$0.25
\$10.00–\$24.99	\$0.50
\$25.00–\$49.99	\$0.75
\$50.00–\$199.99	\$1.00
\$200+	\$2.00
Selling Price	Final Value Fee
Item not sold	No Fee
\$0.01 and above	9% (\$50 cap)

\*Up to 100 each month

Above fees apply to Auction-Style listings – not to Fixed Price Listings.

Check eBay’s Help for details about fees in all categories. To see a current listing of all fees, go to <http://pages.ebay.com/help/sell/fees.html>

**PayPal Fees (paid only by the seller)**

**Notes About PayPal:**

- You pay nothing to set up a PayPal account
- Buyers pay nothing when they use PayPal to pay for an eBay purchase.
- Sellers do pay a fee to PayPal when a buyer uses PayPal to pay for an eBay purchase.

The standard rate for receiving payments for goods and services is 2.9%.

If you receive more than \$3,000.00 USD per month, you're eligible to apply for [PayPal's Merchant Rate](#) which lowers your fees as your sales volume increases. Your fees can be as low as 1.9%, based on your previous month's sales volume.

Purchase payments received (monthly)	Fee per transaction
\$0.00 USD - \$3,000.00 USD	2.9% + \$0.30 USD
\$3,000.01 USD - \$10,000.00 USD	2.6% + \$0.30 USD
\$10,000.01 USD - \$100,000.00 USD	2.2% + \$0.30 USD
> \$100,000.00 USD	1.9% + \$0.30 USD*



**Buying and Selling on eBay (Part 5 of 5)**

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**Help on eBay**

1. To see a summary of Help topics on eBay, click the Site Map link in the upper right portion of the screen.
2. To search the Help system, click the Help button in the upper right portion of the screen and type in keywords related to your search request.

Within eBay’s Help, you may also want to search for details about the following:

- |                   |               |                  |
|-------------------|---------------|------------------|
| Bid Increment     | Dispute Icons | Reserve          |
| Bidding Currency  | eBay Store    |                  |
| International     | Tax Policy    |                  |
| Buyer Protection  | Escrow Links  |                  |
| Trading Assistant |               |                  |
| Cancel a Bid      | Feedback      | Photos           |
| Cancel a Listing  | Fees          | Prohibited Items |
| Copyrights        | Fraud         | Relist your Item |

3. To participate in eBay discussions and Q/A forums, click the Community link in the upper right portion of the screen.

**Misc. eBay Notes**

- eBay will immediately send you an e-mail confirmation about your bid and another email if you are outbid.
- If someone else has entered a Maximum Bid amount, eBay will automatically increment the Current Bid upward by the Bid Increment amount until the Maximum Bid amount of one of the bidders is reached.
- After the bidding period for this item has expired, eBay will send an email to the highest bidder.
- Although it is possible to cancel a bid you have placed, this is discouraged so you don’t run the risk of

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## *eBay ... Continued from Page 8*

receiving a flag by your User ID that indicates the number of retractions or maybe even account cancellation.

### **Additional Helpful Links**

How-To Information

<http://pages.ebay.com/help/newtoebay/acronyms.html#A> (eBay acronyms - NIB, SH, BIN, NR, NWOT, etc.)

<http://pages.ebay.com/help/policies/international-trading.html> (International Selling Info)

<http://pages.ebay.com/help/policies/items-ov.html> (Prohibited & Restricted Items)

<http://pages.ebay.com/storefronts/subscriptions.html> (eBay Store Info)

<http://pages.ebay.com/help/policies> (eBay Policies)

<http://ebaychatter.com> (eBay news)

<http://www.ebay.com/announcements> (Announcements about eBay changes)

<http://pages.ebay.com/shippingtips/index.html> (Shipping Tips)

<http://pages.ebay.com/education>

<http://pages.ebay.com/sellercentral/>

<http://pulse.ebay.com>

(see what's selling and being watched on eBay)

<http://pages.ebay.com/help/community/escrow.html> (escrow service information)

[http://pages.ebay.com/turbo\\_lister/](http://pages.ebay.com/turbo_lister/)

[http://directory.google.com/Top/Home/Consumer\\_Information/Auctions/eBay/](http://directory.google.com/Top/Home/Consumer_Information/Auctions/eBay/)

<http://www.pcworld.com/howto/article/0,aid,110664,00.asp>

<http://www.auction-sellers-resource.com/products/>

<http://www.coolebaytools.com/>



## **Microsoft vs. OpenOffice.org Office Suite Standoff**

*By Nancy DeMarte, Columnist, Office Talk, Sarasota PCUG, Inc., FL*

*January 2011 issue, Sarasota PC Monitor*

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An office suite is a software product that includes a group of programs which perform typical office functions; that is, creating and working with documents, spreadsheets, presentations, and databases. Some suites include specialized programs like email or calendars. There are many office suites available, such as Corel's WordPerfect Office, Lotus Symphony Suite by IBM, and ThinkFree3. Among the best known suites are Microsoft Office and OpenOffice.org.

My original intention this month was just to compare features and compatibility between Microsoft Office and OpenOffice.org. I installed OpenOffice.org on my computer and have been testing it against my familiar MS Office for several months. In researching the history of the two suites, however, I stumbled across a story that I felt needed to be part of this article. Let's start with that.

### **History**

Microsoft introduced its Office suite in 1992 with Office 3.0. It included Word, Excel, PowerPoint, and Mail (later to become Outlook). Since that time, the suite has expanded to MS Office 2007, which comes in eight versions that include from 3 to 13 programs and runs on both Windows and Mac platforms. MS Office 2010, its newest suite, has reduced the versions to three, including 4 - 7 programs. Because it is a commercial product with a profit goal, MS Office is expensive, although non-profits can get substantial discounts through websites like TechSoup, and businesses can get deals on volume licensing. Office 2007 and 2010 are full-featured suites with frequent updates and great customer support and security.

OpenOffice.org has a different kind of history. The origins of OpenOffice.org (OOo) began in Germany in the mid-1980's with a suite called Star Office, created

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## **Office Suite Standoff ... Continued from Page 9**

by the Star Division Company. It ran on several platforms, including Windows 98 and NT, Solaris, Java!, and Linux. In 1998, Star Office version 5.0 was offered free to users. The next year Sun Microsystems purchased Star Division, mainly to get free software for its thousands of employees and to compete with Microsoft.

In 2000 Sun first offered the source code for Star Office 5.2 free over the Internet. In October, the new OpenOffice.org website went online both as a free downloadable office suite product and a collaborative project. Anyone could participate in improving the suite by submitting ideas or code. OpenOffice.org immediately became popular; the open philosophy was embraced by software developers around the world. By 2005, the free suite had reached 20 million downloads and over 150,000 registered members. It was a David and Goliath situation: big corporation versus the little guys.

All this time Sun had also continued to market its commercial office suite, Star Office, for a nominal cost to businesses, but free to educators. In January 2010, the large company Oracle bought Sun Microsystems and acquired the OpenOffice.org brand. Before that year was over, Oracle had stopped making Star Office free to educators and had introduced a new commercial product, Oracle Open Office (standard version for \$49.95 for 5 users or an enterprise version for \$90.00 for 25 users). Oracle is planning to offer its own office suite soon, an online product called Cloud Office, using Java FX and open document format, but not based on OOo code. It will be competing against the new rash of "cloud" office suites, such as Google Docs and Microsoft's Web Docs on SkyDrive.

As 2010 ends, the OpenOffice.org website remains intact; the suite is still a free download. But some Sun developers and many OpenOffice.org contributors are unhappy about changes that Oracle has made and worried that the company will soon remove "free" and "collaborative" from the OpenOffice.org vocabulary. Late in 2010 a new organization, this group formed the Document Foundation (TDF), to keep the open philosophy alive. They are working on a new office suite, LibreOffice, which is now offered for free download in beta. Its final version, based on the OOo code, is scheduled to come out in early 2011 with sponsorship from Novell, Red Hat, and IBM. How all of this drama

will impact OpenOffice.org as a product is unclear. But the little guys are again making a stand against another Goliath.

### **Feature Comparison**

MS Office clearly beats OpenOffice.org in features and formatting options, especially those introduced with Office 2007, such as themes, Quick Parts, picture styles, Word Art, macros, and content controls. Office 2007 offers encryption, more templates and an extensive Help system. It also has the new ribbon interface, whereas OpenOffice.org uses menus like MS Office 2003.

OpenOffice.org includes the common programs found in an office suite plus some interesting features such as font effects, backgrounds, and sounds. It is a solid office suite, especially for home and small business. Its advantages over Microsoft Office are cost (It is free with an unlimited number of installations.), its ability to work with Linux and many other operating systems besides Windows, and its open philosophy. OOo runs a bit slower than MS Office, but takes up less disc space. Because it is a collaborative, it issues fewer updates and has fewer support options, but it also is less frequently attacked by malware. Even if you have never used an office suite, you can download this efficient little suite at <http://www.OpenOffice.org> and use it without much instruction.

### **Compatibility**

As a Microsoft Office user, I was interested in how easy it would be to save files between the two suites since I have hundreds of Word documents and Excel spreadsheets. When I created a feature-filled Word 2007 document (.docx) and saved it as an OpenOffice.org file (.odt), it did save, but there were changes in margins and line spacing, and I lost all the Word 2007 features. When I created a document in OpenOffice.org (.odt), it would not save as a Word 2007 document (docx). I had to save it as a Word 2003 document (.doc), and then open it with Word 2007 in compatibility mode.

I concluded that it's best to choose one office suite and stick with it. In short, if you are a current MS Office 2007 or 2010 user, you will probably be happier staying where you are. If you are new to office suites, by all means give OpenOffice.org a try.



## Space, the Final Frontier

By Terry Currier, President, WINNERS (WINDOWS users), CA

October / November issue, Notepad

[www.windowsusers.org](http://www.windowsusers.org)

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We've all heard, or said it – my hard drive is so big I'll never run out of room. I had two 250GB drives in my main computer setup as RAID 0. I hated the RAID 0, but it came set up at that. It came with Windows XP with the promise of getting a Vista upgrade. I received the Vista, but never put it on. Eventually I did put Windows 7 on the computer using PC Mover. But, I was still not satisfied. If you take a lot of video with an HD video camera it can add up to a lot of space used. With our eight day vacation to Walt Disney World I came back with 24GB of video and pictures. The folder I kept all videos was over 200GB and that did not include many that I put onto an external drive.

I bought a 1.5TB drive at the computer swap meet several months ago and finally got around to installing it. I backed up the complete drive using Rebit to one drive, and made sure I backed up the data twice. First, to one external drive I used the Seagate Manager, to a second I copied the data directly to another external drive. I put Windows 7 Ultimate on the new drive, and have been adding programs slowing, making sure I want them rather than just putting everything back on. I even held up on installing my Adobe Premiere/Photoshop Elements 7 figuring I would purchase version 9 when it went on sale. I bought it at a Black Friday (online) sale and got it two weeks later.

Other software I put back on – VIPRE antivirus, Faststone graphics viewer, Total Recorder, Snagit, CyberLink's Power Director and my Microsoft Office 2003. I also updated my Applian Programs which was well worth it.

As to my scanning old photos for restoring and backup – I just finished the first of eight photo books of which most of them fit onto a CD for backup. I am recording the last five of my VCR tapes and will then edit them for putting onto DVDs. I figure I should be done about 2013.

## ClearCloud

From GFI, the company that recently bought Sunbelt (VIPRE, Counterspy), ClearCloud is a free service that checks every website address your computer tries to access, whether you're browsing the internet, clicking a link in an email, or a program on your hard drive trying to communicate with servers for information or updates.

ClearCloud prevents you from being able to access known bad websites, sites that will download malicious files to your computer. Even better, ClearCloud prevents you from being able to access malicious websites that you may not even know your computer is trying to access — and it prevents potentially nasty programs from “phoning home” and secretly communicating between your computer and cybercriminals.

Many programs legitimately phone home to get software updates: Microsoft Windows and Adobe Reader are two common programs that will check for current updates. ClearCloud knows the websites accessed by over a million safe programs and provides free passage to these sites.

## How does ClearCloud know which websites are malicious?

ClearCloud is part of the DNS network, and has access to every URL in the world. When you type the URL in your browser and click “Go” or “Enter” your browser sends the URL to ClearCloud. ClearCloud looks it up in a table, checks it against the list of bad websites, and if it passes, sends back the numeric IP address so your browser knows where to go to get the web page. All in milliseconds.

If ClearCloud discovers that it's a bad URL, it sends the IP address back to their webpage and informs you about the malicious site. <http://clearclouddns.com/Setup/>



*I'm so old ... I don't know if I found  
a rope or lost my horse*

# The Tip Corner

Compiled by Bill Sheff, Co-chair, Novice SIG, Lehigh Valley Computer Group, Pennsylvania  
January 2011 issue, The LVCG Journal  
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## Want To email a Web Page?

Some sites, like PCWorld, have an e-mail icon at the bottom of each news item, review, blog post, and the like, but not all sites do. What's more, when you click that icon, you have to know (and type in) the address of the person you want to share it with. This could be a hassle depending where your address book is located. The most common solution is to just copy and paste the text into the body of an e-mail, but that can result in a loss of formatting and any artwork or video that might be included. Plus, it doesn't include the actual link, which is what most people want.

So, how do you share a Web page with someone? Simple: Click once in your browser's address bar to highlight the Web address (this works in both Firefox and Internet Explorer), then press Ctrl-C to copy that address to the Windows clipboard. Now create a new e-mail message in whatever program or Web service you use, then press Ctrl-V to paste the address into the body of the e-mail. Simple as that!

Your Web browser makes this even easier. In Internet Explorer 8, Click Page, then select Send Link by E-mail. In Firefox, select File, Send Link.

## How to Share a Link, Part 2

Okay, above we showed how to copy and paste from the browser's address bar, but how can we share links that are embedded in text on a Web page. You know, the actual link that's under the hyperlinked text, not just the text itself. The long way would be to click that link (or open it in a new tab or window), then copy the URL from the address bar. But that's more work than necessary. To copy a hyperlink, all you need is our good friend the right mouse button. In Internet Explorer, simply right-click the link you want, and then choose Copy Shortcut. In Firefox, you right-click the link and then choose Copy Link Location. It's the same deal for Chrome, Opera, and Safari, though the "copy link"

wording might be slightly different. Then head to your e-mail, word processor, or wherever and press Ctrl-V to paste in the link. Presto: You get the URL itself, not the hyperlinked text.

## Force Programs to Run Maximized

In Internet Explorer and other programs, sometimes when you run them they open in a small window. If you want them to run maximized, that's in a window that fills the screen, there's a simple process for making any program start maximized:

1. Right-click the program's shortcut, and then click Properties. If you're a Windows 7 user and the shortcut resides on your taskbar, there's an extra step. After you right-click the Taskbar icon, look for the program name in the pop-up menu that appears, and then right-click that. Then you'll see the Properties option, which you can left- or right-click.
2. You'll see the Properties window with the Shortcut tab already selected. Click the pull-down menu next to Run and choose Maximized.
3. Click OK, and you're done!

Just to clarify, the "program shortcut" is the icon you click (or double-click) to run the program in question. This icon might be on your desktop, in the Start menu, or on the Windows taskbar.

## Transfer files within your home Network

It is convenient to be able to move files from one computer to another. But sometimes you can have some trouble navigating through Windows Explorer to find the path to the appropriate directory all the time. Here is an easier way to do that.

Most users don't even think about the "Send To" menu unless they're copying files to floppy disks, a procedure that is increasingly rare these days, because most files are too large to fit on one floppy disk. But adding entries to the "Send To" menu is a simple way to transfer files to fixed locations on another computer on your network. Open Windows Explorer. On computers running Windows 2000 or XP, navigate to Documents and Settings, open the folder with your user name and then open the Send To folder within it. If you're using Windows 98 or Me, the Send To folder will be in the Windows folder.

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### **Tip Corner ... Continued from Page 12**

Now right-click within the Send To folder window and select New | Shortcut. The Create Shortcut wizard will open, and you can browse through the network structure to find the folder on your other machine where you want files to go. (On Windows 98, you may have to type in the network path, such as //Other Computer/My Documents/Incoming, rather than browsing.)

Once you've added the shortcut, it will appear in the Send To menu. To transfer files, just locate the file you want to copy, right-click on it, and select Send To from the pop-up menu. Clicking on your new shortcut will automatically send your file to the other computer.

### **Make the Most of Your Home and End Keys**

Do you make use of the Home and End keys? Many don't! Here are three places the Home and End keys come in very handy.

**In Outlook:** While in Mail view, a tap of the End key jumps you to the bottom of your Folders list, Inbox, or individual message (depending on which pane is selected). Tapping Home jumps you back up top.

**In Word:** They can be very valuable. Tapping End moves your cursor to the end of a line, while Home moves it to the beginning. Ctrl-Home and Ctrl-End, meanwhile, jump you to the top and bottom of your document, respectively.

**In Your Web Browser:** Borrowing from word processors, Web browsers use Home and End to jump to the top and bottom of a Web page. The only difference; no Ctrl key required. Move Paragraphs in Word Using Only Your Keyboard.

Here is one more great pair of shortcuts for folks who prefer to keep their fingers on their keys and off their mouse: Alt-Shift-Up Arrow and Alt-Shift-Down Arrow.

When you place your cursor anywhere inside a paragraph and press either key combination, that paragraph jumps up or down, effectively switching places with the paragraph above or below it. I never knew that one.



## **Keeping Your Computer Safe**

*by Vinny La Bash, Member and Regular Columnist, Sarasota Personal Computer Users Group, Inc., FL October 2010 issue, Sarasota PC Monitor  
www.spcug.org  
vlabash(at)comcast.net*

Sadly, the Internet is filled with predators that are scheming to hurt you in one form or another. Some are out to destroy your system and its data. Others are out to destroy you financially. What can you do to protect yourself and your equipment from threats that appear to be growing daily? Most of us are not IT professionals, and the odds are excellent that one is not living with you. Happily, a high degree of expertise is not necessary to protect yourself from all the nastiness waiting for you in cyberspace. There are steps you can adopt to avoid being victimized when using email, browsing the web, and exchanging documents with others. Let's take a look at some of them.

**Install Anti-Malware Programs and Keep Them Up-To-Date:** Note: Rather than go through a list of recommendations, we suggest you start and end with your local PC User Group. They are ALWAYS the best resource for you to tap. Isn't that one of the reasons you joined? SPCUG maintains a Yahoo forum for the sole purpose of assisting our members. Go to [www.spcug.org](http://www.spcug.org) and click on the "Subscribe to the SPCUG Yahoo Group" link.

It's not enough to simply install a malware program. Unlike a Ron Popeil product, you can't set it and forget it. The publishers of these programs release signature and database updates often. If you allow these programs to get out of date, they quickly become useless.

If you make use of social media such as Facebook, MySpace or Twitter you need to be especially vigilant. Last year AVG released figures showing that the number of malware programs is increasing at an alarming level. Most of these programs come and go quickly, but new ones are constantly popping up.

**Exercise Caution with Embedded Email Links and Attachments:**

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### **Keep Your Computer Safe ... Continued from Page 13**

If you let your guard down, the chance of infection increases substantially. Your email client should have the capability of scanning emails and attachments for viruses. If it doesn't you are taking a bigger risk than you might recognize.

Before clicking on embedded links, you should access Web sites by opening a browser and manually navigating to the sites in question. This is not as straightforward as clicking on the link, but it's much safer because you lessen your chances of being redirected to a fraudulent site and becoming infected. The method isn't entirely foolproof, but it does eliminate almost all danger from bogus links.

**DisableAutoPlay:** Connecting external drives, flash memory devices or a network drive can be a danger to your system. Some viruses work by latching on to a drive and automatically installing themselves on any other drives they detect on your computer. To disable AutoPlay go to Control Panel, open Hardware and Sound, open AutoPlay, select your device or devices, and choose the appropriate action.

**Use a High Quality Anti-Virus Program:** The free anti-virus program bundled with your ISP connection rarely has the capabilities required to safeguard your computer. Use a professional business grade program that offers automatic upgrades and features such as rootkit protection and customized scans.

**Use Real-timeAnti-Spyware:** No single anti-virus program with integrated spyware protection can do an adequate job of defending you. That is also true of most freeware programs because they are simply overwhelmed by the constant flood of new spyware threats. Contact your user group for the most effective programs.

**Daily Scans:** Since nothing offers complete protection, you should be proactive in defending your computer against attacks. The sheer number of new cyber menaces makes it virtually inevitable that one of them will eventually somehow bypass your security and infect your system. You may even have inadvertently allowed one of these programs to be installed on your system by

clicking OK on a dialog box you didn't inspect closely enough.

If you're infected, you're infected. Once that happens the how of it doesn't matter. You need to clean your system as quickly as possible. Daily scans add an additional layer of protection. They are an invaluable tool of detecting and removing malware. Even if you can't immediately remove the threat you can quarantine it until you can.

**Use Common Sense While Surfing the Web:** There are useful plug-ins for your browser that provide automatic protection without interfering with normal operations. Some guard against phishing attacks, others warn you about Trojans, and still more alert you to possible scams or attempts to steal personal or financial information. Which ones are they? Contact your user group! You can't find a better source of up-to-date information.

Protecting yourself is mostly a matter of common sense. You wouldn't leave your house with all the doors and windows open and unlocked. Why leave yourself exposed when you enter cyberspace?



## **Be a responsible emailer:**

***Delete all the forwards from the subject line  
Delete all addresses above the body of the email  
Send all emails using the bcc:  
(Blind Carbon Copy) in the address section***

***George Carlin said it best about Martha Stewart.***

*"Boy, I feel a lot safer now that she's behind bars. O.J. Simpson and Kobe Bryant are still walking around; Osama Bin Laden too, but they take the ONE woman in America willing to cook, clean, and work in the yard and haul her off to jail."*

*A man is sitting at home with his wife and he says, "I love you."*

*She asks, "Is that you or the beer talking?"*

*He replies, "It's me, talking to the beer."*

## Brevard Users Group Membership Application

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_  
Home Phone \_\_\_\_\_ State \_\_\_\_\_ Zip + 4 \_\_\_\_\_  
Family Membership \$25.00 E-mail Address \_\_\_\_\_

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### Special Interest Groups

#### Afternoon Meeting

An afternoon meeting is held on the first Monday of the month at 2pm, in One Senior Place, 8085 Spyglass Hill Rd, Viera.

#### WINDOWS SIG Meets 7:00 PM

On the second and fourth Thursdays at the Central Baptist Church  
2503 Country Club Rd Melbourne

#### BEGINNERS SIG (Newbies)

Meets at 6:30 pm. The 4th Thursdays, at the Central Baptist Church

#### IMAGING SIG

Meets at 7:00 PM the fourth Thursday, at the Central Baptist Church

#### NEWSLETTER SIG

Meets twice a month on the Saturdays before and after the BUG monthly meeting.  
Place is Jim Townsend's home.  
Call 728-5979 for directions.

#### LINUX SIG

Meets on the Fourth and Fifth Thursday at the Central Baptist Church

#### TINKERS SIG

Meets on most Sundays at Bob Schmidt's house.  
Call 952-0199 to verify meeting and directions.  
E-mail: [rschmidt@cfl.rr.com](mailto:rschmidt@cfl.rr.com)

### BUG Club Information

#### BUG E-MAIL LIST

To be included in the BUG E-Mail roster, send an E-Mail to Larry French at:  
[president@bugclub.org](mailto:president@bugclub.org).

We will need your full name, E-Mail address and your BUG membership number. You will then receive notices and updates on BUG activities, special events, changes to schedules, etc.

#### BUG Officers

Meet on the Second Thursday of the month  
After the Monthly Meeting at the Central Baptist Church

### Sponsorship Rates

	4 Months	8 Months	12 Months
Full Page	\$160.00	\$305.00	\$440.00
Half Page	\$85.00	\$162.00	\$232.00
Qtr Page	\$45.00	\$86.00	\$123.00
Bus Card	\$25.00	\$48.00	\$68.00

### Moving ?

Don't miss out on any issues of the BUG Newsletter  
Send your new address to:  
Brevard Users Group Att: Treasurer  
PO Box 2456  
Melbourne, FL 32902-2456  
And e-mail to the Newsletter and Treasurer at:  
[newsletter@bugclub.org](mailto:newsletter@bugclub.org)  
[treasurer@bugclub.org](mailto:treasurer@bugclub.org)

**Brevard Users Group  
Incorporated  
P. O. Box 2456  
Melbourne, FL 32902-2456**

**Monthly Meetings:**

Are held at the second Thursday of the month at Central Baptist Church 2503 Country Club Rd Melbourne at 6:30 PM.

**Membership:**

Is by application and payment of \$25.00 annual dues. Membership is for 12 months from receipt of dues and includes a year's subscription to the newsletter.

Your membership expires on the date indicated in the upper left of your address label (YYYYMM). Please allow six weeks for processing the renewal.

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**BUG Officers**

**President:**

Larry French 837-0962  
president@bugclub.org

**Vice President**

Hank Lauritsen 254-8550  
vicepresident@bugclub.org

**Treasurer:**

Tom English  
treasurer@bugclub.org

**Secretary:**

Gervase Bushe  
secretary@bugclub.org

**1st Member at Large:**

Bob Bloch 733-4431

**2nd Member at Large**

Bill Middleton

**Committee Chairperson**

**Beginners Help:**

Tom Butler 242-9869  
geotbutler@juno.com

**FACUG Representative:**

Open

**Program Director:**

Hank Lauritsen

**Webmaster:**

Eric Arnold  
webmaster@bugclub.org

**BUG Web Page:**

<http://bugclub.org>

**Special Interest Groups**

**Beginners' SIG:**

Larry French 837-0962  
beginners@bugclub.org

**Hardware (Tinkers) SIG:**

Bob Schmidt 952-0199  
hardware@bugclub.org

**Newsletter Publishing SIG:**

Jim Townsend 728-5979  
newsletter@bugclub.org

**Win 9x/XP SIG:**

George Rymer 724-6715  
Chuck Boring 454-9455  
Bob Staples 255-2623

**Imaging SIG:**

Ed McEwen [imaging@bugclub.org](mailto:imaging@bugclub.org)

**Linux SIG**

Chris Crisafulli  
[linux-sig@bugclub.org](mailto:linux-sig@bugclub.org)