

# McHENRY COUNTY COMPUTER CLUB

USERS GROUP FOR PC-COMPATIBLE SYSTEMS



APRIL 2014  
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The [April 12 2014](#) meeting of the McHenry County Computer Club is [April 12](#), at the Salvation Army Building, 290 W. Crystal Lake Ave., in Crystal Lake.

Our membership is \$26.00 a year. NOTE: This fee offsets the running of the club; membership benefits include help with computer problems. Please pay Lyle Giese, our treasurer, or the designated Board Member in his absence.

## Meeting Agenda

- Introductions & Reports
- Demo - TBA

The Newsletter is published monthly by McHenry County Computer Club, online.

Editor-in-Chief: Lucë York ; Webmaster: Cindi Carrigan

Direct technical questions to MC3 at: [info@Mc3ComputerClub.org](mailto:info@Mc3ComputerClub.org)

MC3 website: <http://www.mc3computerclub.org/>

## UPCOMING DEMOS

- *April* - *Upcoming Eclipse* - *Lem Erita*
- *May* - *TBA*
- *June* - *"Characters" ζ8θ* - *Lucë York*

## MC<sup>3</sup> OFFICIALS

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Past President : John Katkus  
Webmaster: Cindi Carrigan  
Board Members: Jack Luff ; Dave Lutes ; Jim Beierle ; Bruce Eckersberg

## Questions & Answers

Q: I have an old version of CreateACard that doesn't run. I want to delete it and reinstall. It does not show up in the list of programs to un-install and doesn't have a remove icon.

A: About the only thing to do is to delete the program directory and try to re-install it. Don't be surprised if the problems continue. It's possible that a recent security fix to WinXP broke it, and it will continue to be broken.

American Greetings has discontinued this software. Hallmark makes a similar program called Card Studio that is still published and updated.

Q: How do you recall a message (sent)?

A: You cannot. That option is placed there as you can do it at a business that runs an Exchange server, but then only within the server. Once a message/email hits the Internet, it is not possible to recall or cancel it.

Q: I have a GeForce 9800 GT graphics card in my WinXP system. After playing games for a while, the computer will blue screen. I noticed that the video card is getting very hot and can't touch it.

A: If it's under warranty, consider returning it or getting a newer improved model. Most likely, the fan on the video card is kaput and not spinning and that's why it's hot.

Q: Is it time to update my router? I'm using a Linksys g router with Comcast internet. I'm getting 3mb download, which is OK for my simplistic use, but I have a smart phone and a tablet using the WiFi. There are 2 PCs and a miro cell tower plugged directly into the router. Is it worth updating to a newer router (ac) to improve the WiFi/ internet performance?

A: I went to the Linksys site to learn more about these routers and it appears the AC units are built for streaming and show a big throughput increase over the g routers. I checked out the below router and it looked good to me, but I am not really any type of expert on these devise. If I was not using u-verse for everything, I think I would look into getting the higher throughput of the AC routers.

[http://store.linksys.com/Routers/Linksys-EA6200-App-Enabled-AC-Dual-Band-Wireless-Router-with-Gigabit\\_stcVVproductId154998264VVcatId551966VVviewprod.htm](http://store.linksys.com/Routers/Linksys-EA6200-App-Enabled-AC-Dual-Band-Wireless-Router-with-Gigabit_stcVVproductId154998264VVcatId551966VVviewprod.htm)

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## Remote Control Software Episode

On March 28th I got an unsolicited call from a person claiming he was a Microsoft tech who had noticed my computer was most likely infected and had corrupted files on it that eventually would cause it to stop functioning. The spiel went as follows: [H is hacker ; Bill is me. *Italics are my comments added.*]

H: Would you turn on your computer so I can help you?

Bill: Sure. What would you like me to do?

H I want to show you the problem. Go to your keyboard and hit "Start R" . Type in "eventvwr" and hit enter.

Bill: OK.

H: Go to Windows Log / System and let's see if you have problems.

H: Go to the right pane and select "Filter current Log" and choose the Event Level "Warning Critical Error"

H: What do you see?

Bill: A lot of Warnings, some Error's. *Note this is not uncommon in a functioning Windows machine.*

H: See, these are problems that you have that I'd like to help you fix.

Bill: OK, how do I know who you are and why should I believe you?

H: My name is "Sam Watson" and my tele is XXX-XXX-XXXX and you can call me if you wish, or I'll show you I know your computer ID. *Note Sam has a very predominant Indian accent. But I play along.*

Bill: What would you like me to do?

H: Go to your keyboard and hit "Start R" . Type in cmd.

H: OK, are you there? Now type assoc

Bill: OK. Gee, I see a lot of data flying by. What do you want me to do?

H: Go to the 3rd line from the bottom and I will tell you what your computer ID is.

H: See where it says CLSID followed by 888DCA60-FC)A-11CF-8F0F-00C04FD7D062. See, I know your computer ID. *Note this entry is in all versions of Windows 7 and Windows 8, I believe, and with the same CLSID.*

Bill: Gee, Sam, that's good. I didn't know you could do that. What is it you'd like me to do now?

H: Go to your keyboard and hit "Start R" and type [www.tplaza.info](http://www.tplaza.info)

Bill: Okay, Sam, I'm at the website of tplaza.info. I thought you said you were from Microsoft?

H: We're a tech support company and I'm a Microsoft certified tech support person. Now please go under "24X7 Support" and select ammy download.

Bill: Wait, Sam. That's software that is going to allow you to take control of my computer. I don't think I want to do that.

H: I need you to do that so I can help you! *After going back and forth a number of times!*

Bill: Sorry, Sam. This is where I get off. Goodbye!

*The point is that Sam and I have now wasted at least 30 to 45 minutes and he's got nothing to show for it. Are there people out there who will bite on this and download one of any of the following; ammy, teamviewer, Logmeinrescue (all remote control software)? How many calls does Sam make to get a hit? There are a number of youtube videos out there showing one or more of these calls. <http://www.youtube.com/watch?v=Rvn6mCzRRpU> This one is pretty humorous but takes a while to get through it. It's almost a perfect match to the call I got. I hope that our club users are savvy enough to avoid getting caught up in this type of scam; even so, they might get a laugh out of this video or at least learn how determined some of these hackers are...*

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Though the article at this website may be a few years old, the contents might be useful to computer users: [http://blogs.computerworld.com/18552/12\\_reasons\\_not\\_to\\_use\\_internet\\_explorer\\_ever](http://blogs.computerworld.com/18552/12_reasons_not_to_use_internet_explorer_ever)

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## Computer Joys and Woes

*By Shirley Teetsov*

It's been a long time since I did one of these "Joys & Woes" articles, but here's another shot at it. Many things have happened, good and bad.

A while ago a lot of new downloads from Microsoft came inserting themselves into my computer, and then the computer was having trouble. Naturally, I called my nephew. After some worrying "Go Back's" that didn't work eliminating the downloads, it finally did it. Putting them back one by one, we finally got the one with the problem; it stayed off. Microsoft thinks it knows all but it doesn't know what I want regardless of what anyone else thinks.

My daughter told me many years ago that if I lost something in the computer "IT WAS SOMEWHERE." I just had to find it. Well, I started this Joys and Woes last week and so far have not found what I started, not even in the garbage pail. If I lose a paper - real paper - somewhere it will

show up - under the chair, under a pile of other papers, under the bed, the cat dragged it off. But it will be there—somewhere. I can't lay out all the documents in the computer on the floor one after another until I find what I am looking for; and after I look at one on the computer and go to the next one, I have forgotten what the first one was. Guess age is creeping up faster than I thought.

I did a demo on Ancestry Family Tree. I will tell you that it is going fabulously. Ancestry keeps me informed of things they have found, and indeed they have found a lot. I am sure of what they have found because I was there as a witness, albeit a young one. I was there. I can confirm or correct a lot. Interestingly enough, I found some things I did not know. However, I checked with my remaining uncle and aunt and my mother and those items were also correct. I contacted the son of a woman who did three notebooks on Ancestry of her family that connects with mine, and the information she provided was fabulous. My mother was reluctant to look at one notebook, but after she started she kept it for three weeks and knew or knew of almost everyone in the book.

I found another tree that has the entire family of my great grandmother starting back in Germany. What a find that was! I am now half way through putting it on my computer. Thirteen people in a family with spouses and children takes some time. However, there are drawbacks also: if someone has not been entered into a public document, there is little to be found. There is also the case of someone in the family not wanting to be part of it.

Ups and downs all over the place... Why can't they leave alone what is fine? OH, I know, if they keep changing then you will, by necessity, have to purchase new items to keep up. I don't want to purchase and learn new stuff. I like what I have.

A problem now is that Windows email is going with Skype. Every time I try to download the NEW email Skype comes up to download it. I already have Skype. Why can't they use that instead of removing it and downloading it again? As far as I am concerned, that is another stupid move that I have yet taken upon myself to deal with (is that a hanging participle?) I really don't care, since they are not teaching history or cursive writing in schools anymore. Typing and spell check have released the need for teaching them; stores close down when the power goes out; no one knows how to add and subtract anymore. Grown people print because they do not know how to write. There are writing fonts on the computer, At least it would give the impression that you do know how to write.

I have been forced into using the computer for searching because the telephone books are essentially useless. However, stores that I want to ask questions about something do not give the opportunity to ask. They show what they have and expect you to say, "OH, yes, that is what I want." I don't. I want to ask about something else. But where do I ask? Oh, yes, in the address line. Another problem is that you have to specify exactly what *they* want you to ask, so time is spent trying to figure out which way words should be presented to get you where you want to go. Which brings up another problem... I have been looking for some things and when I find what I think is it, I get more stuff to figure out. It usually turns out that they do not have what I want, but they certainly want you to sign up with them so they can send you tons of stuff you don't want.

I know I have to figure out another problem with pictures, but that can wait until it is solved. Then another episode of the "Joys & Woes" articles will wend its way into our newsletter. Aren't you lucky??

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## Articles Requested

The article should be relevant and at least 100 words. Please send the article (in plain text or Word Document) to [info@Mc3ComputerClub.org](mailto:info@Mc3ComputerClub.org) to the attention of the editor.

Also, if you are reluctant to try writing an article but would like to suggest a particular subject, you may send the subject to the editor, who will find someone qualified to write it for us.

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If you want an exciting/interesting meeting, perhaps you might think about bringing your computer problems, ideas, and curiosity with you and sharing them with all the other members. ---*The Editor*

