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Users' Group

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award winning monthly newsletter for orcopug members

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THE INK DOT

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march 13, 2007 —
cynthia hunter, “the ink dot lady”

Over 800,000 generation (ink dot brand) printer cartridges are purchased annually. These cartridges save consumers approximately \$10-million dollars per year over the manufacturers' cartridge costs.

what happened to adobe service

Most of you know that my usual monthly observations are positive. So, maybe you will appreciate my discontent more knowing that I don't voice it here that often. It has to do with Adobe.

But first, let me give a little background. I have bought and used Adobe's products for many years. My everyday use includes Photoshop, PageMaker, InDesign, Acrobat, and Illustrator. What's more, I have identical programs at work.

Judging from the Adobe software boxes that line my bookshelves, I've purchased thousands of dollars of its products.

In the not too distant past, if I had a need to call Adobe tech support, it was fast, efficient, and not an unpleasant experience.

Fast forward to the present.

I have a new computer at work and I bought an identical one to use at home. (Yes. They both have XP Professional on them.)

They are both Vista-enabled, which means they have Intel quad core processors, 2G memory, and more graphics card memory than RAM in my first two computers combined!

Happily, I decided to install the CS2 upgrades I'd been postponing. Now, my computers can handle them.

I have InDesign CS2 at home, but needed the upgrade version at work. So, I went to Adobe's web page to order it. This was a mistake. Just to order required that I have a user name and password. I'd written them down. But, they wouldn't work. So, I tried entering a new user name and password, but kept being returned to the same page that asked for the information. A phone number for customer service was on the page and I tapped it in — the number was no longer in service.

I tried another number. It rang. It was picked up and a menu choice was given. I tapped in another number, music began to

play, and that was that. Apparently, I was on hold. But, where was the helpful voice message that said I was on hold and my business was important, and where was the message saying how long the wait time was going to be.

After a time, I got a real person — Samantha, who was nice — and I ordered.

Next day, I was unable to upgrade Photoshop because the upgrade couldn't find the prior version on the application disk I had inserted, I tried a couple of times, just in case I'd mischecked some box during the preliminary screens. A message box directed me to call Customer Service and give them the number on my screen, before I could continue the upgrade.

I punched in the number, went through the menu, and heard the familiar music playing. My phone has a timer and at about 20 minutes, a woman answered the call by telling me she was an Adobe representative and asked my name and phone number. I told her my name and the area code of my phone — before the call was disconnected.

Like a robot, I began to go through another unsuccessful upgrade installation — just to give it another try. Of course, the pattern of failure was the same, and I decided I had to bite the bullet and call customer service again.

While on the phone listening to the music I'd come to know so well, I began to tinker. I installed the older version of Photoshop, restarted my computer, and began the upgrade process again. I didn't hang up from customer service, though. Same preliminary screens. Same forms. But, the check for an older version zipped by so fast, I couldn't believe that the verification had taken place. Another couple of minutes listening to music, and the upgrade was done. I restarted the computer and tested the program. Then, I hung up the phone.

You should be aware that I have not



was always the best of the best: innovation, quality programming, customer service, pricing, and everything in between.

documented ALL of the contacts I had or almost had with Adobe in the past week. I left out a couple in order to condense them into a shorter space, and to avoid boring you with the repetition.

In my opinion, Adobe was always the best of the best: innovation, quality programming, customer service, pricing, and everything in between. Last year, contact with Adobe was as stellar as always.

So, my question is, what happened to Adobe's service in the past year? Has Adobe gotten more business with the Macromedia line than it can handle? Is it turning into a Microsoft behemoth, out of touch with customers, in business just to see how high to pile its profits, and cornering all the other competition so it can make up the rules of the game?

I hope not. I truly like Adobe's products and I miss the Adobe service I once knew. Let's keep on eye on them and hope for some changes.

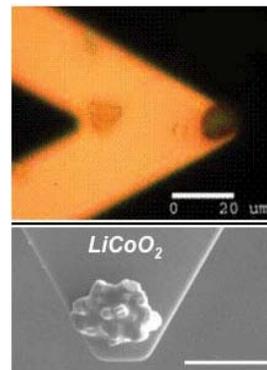


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fascinating, functional & fun

battery builds itself

Researchers at MIT have designed a rechargeable lithium-ion battery that assembles itself out of microscopic materials. This could result in ultrasmall power sources for sensors and micromachines the size of the head of a pin. Self-assembly could potentially reduce manufacturing costs and allow molecular-level control of the structure of the batteries, leading to materials and devices not easy to make using conventional manufacturing methods.



The bottom image's scale bar is 10 micrometers.
Photo: Yet-Ming Chiang



datatraveler mini: migo edition

A colorful, mini-sized, USB 2.0 Flash drive, no larger than an electrical plug, with retractable cap to prevent loss, carries applications, folders and files. Synchronizes with your pc's data. On-board meter keeps track of available capacity and tells you how much space you need for selected files and settings, comes in three sizes: 512MB – \$10, 1G – \$13, 2G – \$25. From Kingston Technologies, <http://tinyurl.com/zh2kdz>

computer radio online

Computer America is the only radio talk show dedicated to computers and technology in nightly national syndication. Some of this site's more popular features include live streaming audio and broadcast archives. Click on the "Listen" button at <http://computeramerica.com/>. Listeners can also join in the live chat room during the show.



wheel of lunch tells where food is

Purpose of the Wheel at <http://www.coverpop.com/wheeloflunch/> advises where to eat lunch, and is a good way to discover new places to eat. Just enter your zip code and food, such as lunch, steak, or vegetarian and the Wheel chooses a match! Yank the wheel with your mouse counterclockwise to spin again. For more information about the restaurant, click the description on the upper left corner to visit its page at Yahoo! Local.



user group views on today's news

more about vista

by Linda Gonse

Users are a lot like gamblers in Las Vegas. Some are ready to place their bets on Vista on new, bigger, and faster computers; while some are more seasoned, perhaps, and are standing pat with XP for the time being.

Reasons for not making the big move vary. Vista's capabilities and features didn't "wow" computer users and make them eager to switchover. The cost of the OS takes some consideration. But, maybe the biggest hanging point against changing to Vista right away is that there will be problems/bugs/glitches in this early version, and everyone expects a later, cleaner and leaner version to be available with the first service pack.

This past week, Microsoft's Steve Ballmer said no to a service pack for this OS, however. Without one, XP may be the operating system of choice of many users for another couple of years.

Read on for comments from other users about their perspective or experience with Vista.

JUDY TAYLOUR, SCPCUG

I think one of the reasons they (her user group members at the meeting demonstration of Vista) didn't like it was that they

"I don't think it's going to be like ME and be gone — Microsoft has too much time and money invested in it."

had heard so many negative things about it. I bought my Lenovo at Office Depot and the tech said that you had to have at least 1 gig of memory and a dual core processor for Vista to run OK. He said everything else they loaded it on for demo purposes was a dog. I've got an AMD dual core and 1 gig which I will probably upgrade to 2 gigs when the warranty is over.

I think that Vista and Office 2007 are more for working people than at home — it's all about connectivity and if you don't work you don't need connectivity for documents, etc. I don't think it's going to be like ME and be gone — Microsoft has too much time and money invested in it. Too bad, since I don't think there was anything wrong with XP but newer and better makes more money for Microsoft.

NEIL LONGMUIR, WPCUG

The user group meeting last evening was Vista done by a local firm Computer Boulevard. There was not much to get excited about. The kernel has been re-written but the end user

suffers because of the security enhancements. It also contains Direct X 10 which is what runs the fancy GUI 3D interface.

There is generally a lot of "window dressing" but really very little substance. It's also a memory hog ... the operating system uses 700 mb of RAM just to run, so you will need at least 2 gig, CBIT is recommending 3 to get a decent system running smoothly. They are recommending sticking with XP for now. The system gives good system statistics but fails to give the end user the information as to what process is using what resource. Sort of looks like a work in progress.

It's certainly different with a lot of going away from the traditional GUI and more HTML text based system. Marcel used the DOS cmd line a lot to get things done. So it will be interesting.

Also, it looks like there will be a service pack 1 before mid year. It looks like there are some issues that have to be done including a totally new file system which was not ready for release at this time.

CBIT is also recommending a dual core processor for Vista. As far as they could tell, there is a lot more going on in the background which uses the second processor.

I'm hearing of a lot of users are looking for new machines with XP Professional installed.

your favorite shot



Future Major Leaguer — 2007

My great-grandson Izaiah when he was playing ball. This picture was taken with a Fuji Digital Camera FinePix S9000 10 MPixels. The lens is a Fujinon 10.7 x optical zoom lens F2.8 - F4.9. The Focal length is $f=6.2$ mm-66.7 mm (Equivalent to approx. 28 mm-300 mm) on a 35 camera.

Photo by Joe Francis, ORCOPUG

Everybody has a photo that they like a lot. Won't you please send us your favorite photo for our next "Your Favorite Shot" page? Email your photo as a low resolution 3" x 4" or 4" x 3" JPG to editor@orcopug.org. Please provide a short description of the photo or photo trick that you used to get it. Photo subjects can be whatever you choose.

the new, the best, and the worst



by Pim Borman
SW Indiana PC Users Group, Inc.

Now that the technology has spread to the rest of the world, opposition is growing to the continuing domination of American companies and standards. Globalization may have to extend to the acceptance of internationally generated and approved standards.

computer globalization

University and industrial research laboratories in the United States can be proud of having spawned the computer revolution almost single-handedly. AT&T's Bell Laboratories invented the transistor and developed the Unix operating system that in turn formed the basis of DOS and Linux. The C and C++ programming languages originated at Bell Labs also. The basic configuration of desktop computers originated with the IBM PC which in turn was the seed for the current Intel and Microsoft dominance in desktop computers. The Internet grew out of a collaboration of mostly American researchers, sponsored by universities and government labs. Microsoft's near-monopoly created *de facto* software standards, including the Windows operating system, Web browser, Office programs, and related software. Not surprisingly, even though computers have spread out all over the world, the standards governing their behavior are

still strongly American-dominated.

Increasingly, foreign governments are objecting to some of the US-based standards. One bone of contention is ICANN, the Internet Corporation for Assigned Names and Numbers, a California non-profit corporation that manages the assignment of domain names and IP addresses on the Internet. There is widespread feeling that this task should be taken over by an international committee. Also, *de facto* standards imposed by the dominant MS Windows operating systems and the proprietary nature of its Office software are being challenged with a worldwide move towards Open Source software, including the Linux operating system and notable software such as the OpenOffice suite of office programs.

The latest version of Microsoft Office 2007, version 12, uses a different proprietary format, based on the XML hypertext markup language. It is not only incompatible with earlier MS Word and Excel formats, but also with the internationally

Turn to next page

established standard Open Document Format, equally based on XML. This is regrettable since much documentation generated since computers came in use is already inaccessible in electronic form because of obsolescence. General acceptance of the Open Document Format is an essential step to avoiding further loss of documentation due to changing technology. There is a growing trend amongst private and governmental organizations to abandon proprietary document formats in favor of international standards. Microsoft may be forced to accept the open Document Format for use with its Office programs sooner or later.

The computer revolution clearly originated in the USA, and we can be proud of that. But now that the technology has spread to the rest of the world, opposition is growing to the continuing domination of American companies and standards. Globalization may have to extend to the acceptance of internationally generated and approved standards.

random spam

Have you noticed that a lot of spam lately appears to be totally pointless? Instead of trying to sell pornography, get-rich-quick schemes or ED medication (aka Viagra), the subject lines and content appear to consist of random words and sentences. Its intent is to neutralize spam filters that depend on keywords such as Viagra to identify and intercept spam. Swamping the Web with these decoys makes it harder to distinguish spam carrying messages from random noise. Same trick as used by Intercontinental Ballistic Missiles. Most of these decoys are



A lot of spam lately appears to be totally pointless... the subject lines and content appear to consist of random words and sentences.

sent out by zombie computers, personal and institutional computers lacking adequate firewalls and virus protection, that have been hijacked by spammers and are transmitting spam unbeknownst to the owners. Are you sure yours is not one of them?

free software

As long as it has been available, I have been using tax preparation software for the annual IRS ritual. Mostly, I have been using the plain version of Tax Cut, because it has been the cheapest and done the job. Since my tax return is much the same from year to year I used to get irked by the roundabout way Tax Cut forces you to prepare your return. Last year Tax Cut sent free copies of its program around to previous users and as inserts in PC Magazines, so I just put up with it again. But this year I haven't seen any free copies and decided to try the free **Tax Act**. It has the reputation of being a solid program, but with less hand holding than Tax Cut and Turbo Tax provide – just what I wanted.

I downloaded the program from www.taxact.com and used it to prepare a provisional return. It worked just as I wanted, straightforward question-and-answer steps, or by directly filling in the forms as preferred. It told me about the tax credit for previously

paid federal telephone taxes and otherwise took care of the calculations and printing the forms. It also offered to file electronically without charge, but I am still waiting for some 1099 forms, and the government still hasn't finalized some of the supporting forms for 2006. The only minor downside was that it didn't import my personal data from last year's Tax Cut-prepared return, but that was typed in quickly enough. If you really need more help (from J.K. Lasser) you can download the Deluxe version for 9.95, or for \$15.95 if you also want it to do the state return.

If you are interested in protecting your computer with a firewall and antivirus software you might look at the Comodo Group. They offer a completely free firewall program, **Comodo.firewall 2.4** that has received good reviews for effectiveness and ease-of-use. They also have **Comodo. antivirus** that is still in beta, but free for the downloading. Comodo Group is an organization providing commercial security software worldwide, making it likely that they know what they are doing. They provide this free software, as well as some other free security programs, to improve their name recognition. More power to them! Find out more at <http://www.comodo.com/news/>

Pim Borman is website editor for the SW Indiana PC Users Group, Inc. at <http://swipcug.apcug.org>. Email Pim at swipcug@sigecom.net.

irs again offers freefile online tax filing

This program can be used by about 70% or 95 million taxpayers to prepare their federal taxes and “e-file” online at no charge. Since its inception four years ago, over 15 million taxpayers have taken advantage of this free service.

by Ira Wilsker

Now that tax season is in full swing with that dreaded day (April 17 this year) fast approaching, millions of us still have not prepared our taxes. Procrastination is alive and well especially at this time of year. In another well intentioned attempt to ease our burdens and reduce the tensions involved in preparing our federal tax forms, the IRS in conjunction with the “Free File Alliance” is again offering its “Free File – Take the FreeWay” service. This program, according to the IRS, can be used by about 70% or 95 million tax payers to prepare their federal taxes and “e-file” online at no charge. Since its inception four years ago, over 15 million taxpayers have taken advantage of this free service. The free service is available to most

taxpayers with an adjusted gross income (AGI) of \$52,000 or less.

The 19 members of the Free File Alliance include some of the same nationally recognized tax preparation companies that we are familiar with. The only way to qualify for the free service, instead of their commercial services, is through the links on the IRS website. Users who go directly to the participating partners’ websites, rather than through the IRS website, will incur commercial charges. It should be noted that the IRS has very stringent privacy and security requirements that members of the Free File Alliance must comply with.

It should be noted that different “Free File” partners have different qualifying criteria, and the user should be alert to the individual eligibility requirements of each

provider. Some providers will prepare the federal taxes free for anyone with an AGI of \$52,000 or less while others have a variety of eligibility qualifications. TaxSimple.com for example will prepare the taxes at no charge for any one within the income limitations who are residents in about half of the states (not including Texas). Other providers with similar geographic restrictions, but including different mixes of states, are EZ Tax Return, FreeTax USA, EfileTaxReturns, 123 Easy Tax Filing, FileYourTaxes.com and Average 1040.com. CitizenTax.com is a state specific provider that includes Texas, but has an age limit of 50 years. Most of the other state specific providers do not include Texas residents.

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The well known H&R Block is offering its popular TaxCut Free File service to anyone who meets the income requirements, but is age 50 or under. ExelTax 1040Now has the same requirements as H&R Block, as do several other providers including Online Taxes@ OLT.com. Another company, Free1040TaxReturn increases the maximum age by a year, to 51, while Liberty Taxes Online and TaxAct raise the age limit to 57.

Other participants have lower income ceilings for free online preparation, including TaxEngine.com which will prepare the return and e-file free for anyone earning \$30,000 or less. CompleteTax will do the same for those with incomes up to

\$29,000.

The well known TurboTax offers its free Freedom Edition to anyone with an AGI less than \$28,500, or active duty military with an AGI up to \$52,000. TaxSlayer also has a military eligibility component and will also prepare taxes for those under the age of 25 or over 65.

One partner in the Free File Alliance, Online Tax Pros, has no age or geographic qualifications, with only the \$52,000 AGI limitation. This company also provides the service in Spanish.

While not explicitly listed, the IRS does state that several of the partners will also prepare state tax returns in some of the states that have a state

income tax; some will do state taxes for free, while others may charge a fee.

For those who have no inclination to read the eligibility requirements for each of the Free File partners, the IRS offers a button that leads to "Guide Me To A Company", which based on a series of questions, will direct the eligible user directly to those providers who will prepare their taxes. The simple fill in the blank or pull down menu questions are simple, such as age, age of spouse (if any), adjusted gross income, state of residency, eligibility for the "Earned Income Credit", and military status. Once these questions are answered the IRS website displays only those

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Free File Alliance Companies

Important notes before you begin...

- ◆ **If the amount is not specified, Free File services are limited to taxpayers with an Adjusted Gross Income of \$52,000 or less; or otherwise as noted**
- ◆ Fees for state tax returns may apply; however, some companies offer free state tax return preparation and e-filing
- ◆ For more details about the company's services, access the company's website

Instructions:

1. View the company listings by clicking on the "Browse All Companies!" button, select a company to go to the company website and begin your tax preparation and e-filing
2. Or, If you prefer to let us help you select a company, click on the "Guide Me To A Company!" button for additional assistance

[Browse All Companies!](#)

[Guide Me To A Company!](#)

TAXSLAYER.com: Free federal online tax preparation and e-file if your adjusted gross income is \$52,000 or less and you are age 25 or younger, or you are age 65 or older or you are active military with a military W-2 or you qualify for the Earned Income Tax Credit. You also qualify if your Adjusted Gross Income is \$10,000 or less. Extensions e-filed for free.

Free File partners who will service the applicant.

Let's face it; the annual drudgery of preparing our federal (and possibly state) income taxes is a chore that most of us would prefer to do without. With the IRS and the Free File Alliance offering to prepare the tax returns for free for many of us, some of the drudgery can be reduced. Sure we still need to have our documentation and enter the figures, but for millions of taxpayers this service may be a boon. The e-file component frees us from the task of compiling and mailing paperwork to the IRS, and can speed up any refunds, especially if the direct deposit option is selected. If you are eligible, at least consider the Free File program from the IRS and its partners at www.irs.gov.

don't fall for this emailed irs scam!

Subject: "Internal Revenue: Please read this." Bait: As tax time nears you may receive an email, allegedly from the IRS, which states you are eligible for a tax refund if you'll just click on the embedded link and fill out a form. But don't.

This is a perennial phishing scheme with many variations. The IRS never offers refunds by email or sends out unsolicited email to taxpayers.

More information: <http://www.ksl.com/?nid=172&sid=780389> and <http://www.irs.gov/newsroom/article/0,,id=154848,00.html>



Adobe Photoshop Lightroom is designed to work with Photoshop, the industry standard in photo-editing software. Changes made in one application are reflected in the other.

After 13 months as a beta version, Adobe's Photoshop Lightroom is now ready for prime time. Lightroom is not a replacement for Photoshop, but it does a lot of things really well and will definitely speed up your work flow. If you are one of those photographers that try to get it right in the camera, Lightroom is all you need for 80-90% of your shots. Lightroom does not do layers or burning & dodging, but you can change correct exposures, color balance, red-eye, and do selective color adjustments among other things. It does raw conversion, batch editing, cataloging and keywording, and will definitely get you out from behind the computer and back into the field to shoot more sooner.

On January 29, 2007, Adobe announced that Lightroom would shipping on February 19, 2007. List pricing was set at \$299, with a \$199 introductory offer from Adobe's online store (valid until the end of April).

Adobe Photoshop Lightroom is a software toolbox aimed at professional photographers. It provides one application for managing, adjusting and presenting large volumes of photographs. Then Photoshop can be used to more thoroughly refine individual images. As Adobe says, "Together, Photoshop Lightroom and Photoshop work the way the digital photographer works, letting you efficiently and seamlessly process all of your digital images."

For key features and benefits of Adobe Photoshop Lightroom go to, <http://www.adobe.com/products/photoshoplightroom/>.

Peachpit has a couple of great titles, written by the two leading experts in the field, releasing in the coming months:

The Adobe Photoshop Lightroom Book: The Complete Guide for Photographers, by Martin Evening; and, The Adobe Photoshop Lightroom Book for Digital Photographers, by Scott Kelby.

create fast shortcuts for most windows programs

Press **Control** + any key and you'll get...



I Turn italics on or off

C Copy the selection to the clipboard

B Turn bold on or off

V Paste the clipboard's contents into the current program

U Turn underline on or off

P Open the Print dialog box

F Launch a program's search or find tool

Y Undo the last undo

S Save the current document

Home

Move the cursor to beginning of document

A Select the entire current document

O Open a new document

End

Move cursor to the end of document

X Delete the selection and move it to the clipboard

Z Undo the last thing you did

possible scenarios for using keyboard shortcuts

by Linda Gonse

Open your Outlook Express email client and double-click on a forwarded joke email message you received.

Insert your cursor in the message. Type Ctrl+A to select the entire message, and type Ctrl+C to copy everything.

Open Word and type Ctrl+O to open a new document. Now, type Ctrl+V to paste the joke into the document. If there are > signs along the left edge of each line, press Ctrl+F. Type > in the Find box, and leave the Change To box blank. Then,

click on Change All and on Done.

Type Ctrl+A again, and Ctrl+B to change the type to bold. Type Ctrl+Z to undo the bold, and type Ctrl+I to change it to italic. Type Ctrl+S for a Save As box, and type in a name for your document.

With the document still open, type Ctrl+P. When the Print dialog box opens, select your printer and print out your document.

Knowing these shortcuts can be helpful to you, even if you don't use them all the time.

For instance, you may want to print something from a pop-up

window while browsing the web. But, there are no print controls. With the window active, (click on its title bar), type in Ctrl+A and then Ctrl+P. In the print dialog box, click on print Selection.

Sometimes you will be faced with a long document in Word and you just need to see its ending. It's simple if you type in Ctrl+End. Then, to return to the top of the document, type in Ctrl+Home.

These are just samples of what you can do without using your mouse to point and click.



botnet pandemic could strangle the internet

Vint Cerf, co-developer of the TCP/IP protocol, speaking at the World Economic Forum in mid-January, estimated that 100 to 150 million of the 600 million PC's on the Internet are under remote control by hackers, while most owners remain oblivious to the infection. Networks of tens of thousands of personal computers are being used to launch spam email campaigns, denial-of-service attacks and online fraud schemes. More information: http://www.theregister.co.uk/2007/01/26/botnet_threat/ and <http://tinyurl.com/25m2xh>

worm gobbles drives

My Prince, is an email worm that spreads by copying itself to local drives, network mapped drives and removable storage devices. More information: <http://tinyurl.com/2tknfv>

removable storage drives targeted

Another email worm, called either "Xirtam" or "LED", gathers email addresses from the compromised computer, and also spreads to local drives and through removable storage devices, such as flash drives. More information: <http://tinyurl.com/2rl2x4>.

updates and patches prevent troubles

Microsoft and Apple provide free security updates for the Windows and Mac OS X operating systems.

Windows: Microsoft issues patches for all Microsoft products on the second Tuesday of each month as well as out-of-cycle patches on any day of the month. The next scheduled release date is February 13th. Check manually too, once every two weeks, to make sure all of the updates have been installed. More information: <http://www.microsoft.com/athome/security/default.msp>

OS X: Updates are issued frequently, and their contents may differ depending on which processor is in your Mac (PPC or Intel). More information: <http://www.apple.com/support/downloads/>

Security Tip: Be sure your operating system is set to retrieve and install updates automatically.

Windows: <http://tinyurl.com/ouz8x>





by Ted Wirtz, ORCOPUG

I have the Webroot Spy Sweeper (latest version) installed on my home computer. As I installed the Firefox 2.0.0.2 update, Spy Sweeper quarantined one of the dll's, claiming it contained the Zango spyware program.

I've done some web searching for combinations of Spy Sweeper, Firefox 2.0.0.2 and Zango.

There seems to be no definitive conclusion.

Some sites claim it is a false positive, but other sites seem to indicate more research is needed before it can definitively be identified



Zango was a software brand name but following a merger, the company has been called Zango. Zango manufactures adware which Warner Bros and other notable content manufacturers have been known to provide the content for — from Internet soap operas to video shorts like Medical Island. Zango is listed as a “Potentially Unwanted Product” by McAfee, and can be removed by most leading anti-virus and anti-spyware software. Once on a user's machine, it is hard to delete without the use of anti-spyware software. Source: Wikipedia

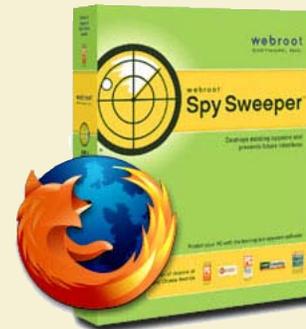
one way or the other.

Meanwhile, my home Firefox seems to be working normally without the dll, so I'm not quite sure what's up. I also updated Firefox on my work computer (which doesn't have Spy Sweeper) and I don't seem to be having any problems at work either. The verdict? I'm not quite sure!

The investigation is ongoing. It seems that Webroot Spy Sweeper is the only adware program that identifies the dll as a problem.

I swept my computer at work (which has Firefox 2.0.0.2) with Lavasoft and Spybot. Neither detected Zango, which if Spy Sweeper is correct should now be installed on my work computer.

I'm coming to the conclusion that Spy Sweeper made a false positive. My next question is, if Spy Sweeper quarantined the dll, what function was it supposed to provide, and have I made my Firefox unstable by not installing the missing dll.



problem discussed in firefox forum

- Has anyone else noticed that when you install Firefox 2.0.0.2, you are also installing a spyware program known as “180search Assistant/Zango”? (Details here: <http://tinyurl.com/2w5jp5>). I wish I were making this up, but on two separate upgrades on two different machines, Spy Sweeper gave me an alert that it had quarantined this piece of spyware the moment Firefox restarted after the upgrade.

- Yes we have noticed the false positives the Webroot Spy Sweeper have been giving Firefox 2 users for the past week. This is just one of four separate false positives for Firefox 2 that Webroot needs to fix. Have you updated to see if there are recent updated definitions for Spy Sweeper?.

- The Zango first popped up at <http://tinyurl.com/3bvacl> for a Spy Sweeper user before Firefox 2.0.0.2 was released to show it is not Firefox 2.0.0.2 specifically. Source URL: <http://tinyurl.com/20k74v>

members' email addresses

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time for your membership renewal?



FEBRUARY 1— Ann Carnahan (1st month)

APRIL 1— Lothar Loehr, Dave Musser

**MAY 1— Lloyd Boutwell, Terry Schiele,
Harold Wann**

**JUNE 1— Joe Melfi, Richard Metzger, Peter
Romeo**

submitted by Charlie Moore

recycle cartridges for cash

Please bring your Hewlett Packard, Canon (BC-02, BC-05, BC-20 or BX-3), Lexmark, Dell, Compaq, Kodak, Samsung, or Sharp inkjet cartridges; or any laser cartridge for our ongoing club fundraising project.

january raffle winners

- NetManage Internet Chameleon, \$49
Linda Gonse, Not Present
Dave Musser, Winner
- iolo System Mechanic, \$79
Stan Leese, Winner
- PC Novice Answer Book, \$10
Don Ogden, Not Present
Joe Melfi, Not Present
Linda Gonse, Not Present
Charlie Moore, Winner
- XL MS Fight Back t-shirt, \$5
Ann Carnahan, Expired
Gary Covington III, Not Present
Joe Gionet, Winner
- Que Guide to Windows XP, \$20
Michael Moore, Winner
- XL MS Fight Back t-shirt, \$5
Sid Liptz, Winner
- Marine Aquarium, \$29
Glenn Emigh, Not Present
Leroy Kaump, Winner
- Spanish Marine Aquarium, \$39
Joe Melfi, Not Present
Larry Klees, Winner
- Stardock Object Desktop, \$29
Richard Metzger, Not Present
Gary Covington III, Not Present
Linda Gonse, Not Present
Lothar Loehur, Winner
- 31 Days Before CCNA Exam, \$22
Donald Bickel, Not Present
Dan Gonse, Winner

submitted by Charlie Moore

New Member

membership application

Renewal*

* Please fill out all the blanks below to help us keep your information updated in our database.

Last Name _____ First Name _____ Nickname _____

Mailing Address _____ City _____ State _____ Zip _____

Home Phone () _____ Work Phone () _____ E-mail Address _____

Areas of Interest/Comments _____

Meetings are the second Tuesday of every month. See www.orcopug.org for more details.

Don't lose your membership benefits... renew now!

Expired members are not eligible to win raffle prizes or to access the Members Only web page.

Make check for \$25 payable to **ORCOPUG** — mail to:
ORCOPUG, P.O. BOX 716, Brea, California 92822-0716

secret keyword

At long last! Seven months of the secret keyword raffle were held before **Terry Shiele** correctly named the keyword (see page 12) and took home all the prizes valued at nearly \$100!

This month, look for the secret keyword again on our website or in our newsletter. But, don't expect it to be as obvious as the past two months.

The prize is IMSI Clip Art & More – 2.5 Million Collection. You'll be needing this for your creative projects.

thank you

newsletter contributors!

Charlie Moore, Herb Goodman, Ira Wilsker, Joe Francis, Judy Tylour, Linda Gonse, Mike Lyons, Neil Longmuir, Pim Borman, Ted Wirtz, Tim O'Reilly

Deadline for April issue is
March 17

members' only! page benefit of membership

ORCOPUG membership entitles you to access the Members' Only page at www.orcopug.org for special discounts. User name is first initial+last name (lower case). Password is member letter+number.

computer swap meet scheduled march 18, 2007

The ACP Computer Store swap meet is held every other month, 8 a.m. to 2 p.m. at 1310 E. Edinger, Santa Ana. Admission is free. www.acpswapmeetbyhyperactive.com

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free item table at march meeting!

by Mike Lyons

Do these remarks sound familiar? "I need more room." "I don't use it, but I hate to throw it away when it still works."

Several members have asked about bringing their unused items to be claimed by anyone who wants them. After a test run, we decided to have a free item table for members with certain rules.

Free items can be books, magazines, hardware, or software. Members must label their items so other members know whom to talk to about a certain item.

Any item not claimed by the time the item's owner is ready to leave, must be taken home with the owner at the end of the evening. We will not be allowed to dispose of any of the items we bring in the library's wastebaskets.

thanks to generous 2006 donators!

We sincerely thank the following companies for donating prizes to our 2006 fundraising raffle: 2nd Story Software, Adept Computer, Aviar Inc., AskSam, Help Me 2 Learn, Iolo Technologies, Millennia Corp., NotePage Inc., Pearson Education, Prolific Publishing, Smart Computing, Stardock Systems, and User Group Relations (Gene Barlow). Special thanks to: Charlie Moore and Mike Lyons for building a custom pc as the raffle's top prize, and to the Toshiba notebook donator.

magazine discounts for user group members

These prices are for new subscriptions and renewals. All orders must be accompanied by a check, cash or money order. Make payable to *Herb Goodman*, and mail to: Herb Goodman, 8295 Sunlake Drive, Boca Raton, FL 33496. Call or write: 561-488-4465, hgoodman@prodigy.net.

	1	2	3
	Y	E	A
	R	S	
Computer Games	\$12.95	—	—
Computer Gaming World	\$14.95	\$28.95	\$41.95
Computer Shopper	\$16.97	\$32.95	\$47.95
Dr. Dobbs Journal	\$15.95	—	—
Mac Addict	\$10.97	\$19.97	\$28.97
Mac World	\$152.95	—	—
Maximum PC	\$ 9.95	\$18.95	\$27.95
Microsoft System Journal	\$21.95	\$39.95	—
PC Gamer	\$12.95	\$23.95	\$33.95
PC Magazine (22 issues/year)	\$25.97	\$48.95	\$68.95
PC World	\$16.95	—	—
Videomaker	\$11.95	\$21.95	—
Wired	\$ 6.00	\$12.00	\$17.00

Revised November 2006

Please allow 10 to 12 weeks for your magazines to start. You must supply an address label from your present subscription when renewing. I carry over 300 titles at excellent prices. Just email me for a price.



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- Product & "How To" demos
- Free raffles and magazines
- Help from other members
- Newsletter and web site
- Special offers & discounts
- Monthly meetings
- Affiliation with worldwide group

User groups represent the spirit of the frontier, a community getting together to do things that no individual ought to have to do alone. The pioneers of the American west got together for barn raisings, cattle roundups, and the occasional party. The pioneers of new technology get together for installfests, new user training and support, and just plain fun. Being part of a user group is the best way to get more out of your computer, and lets you make friends while you're at it.

Tim O'Reilly
President, O'Reilly & Associates

our website's got it all!

- Program of the month
- pdf & site search
- newsletters
- top 10 viruses & hoaxes
- weather map
- personalized map
- antivirus/antispysware links
- help & tips
- RSS feeds
- contact information
- membership application
- Members' Only! specials
- free online spyware scan and virus scan
- awards

www.orcopug.org

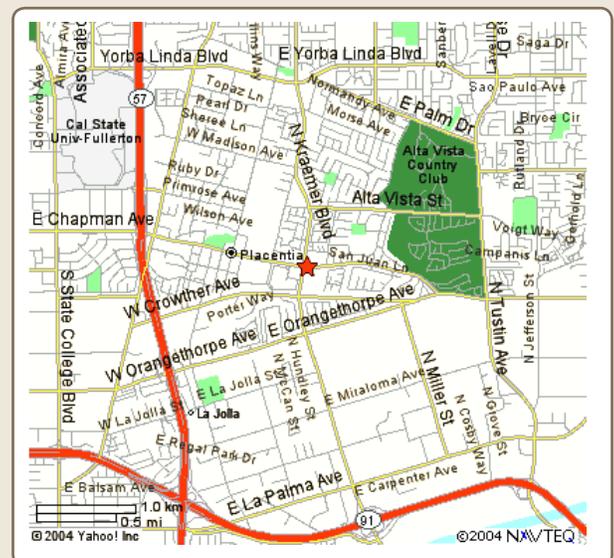


where are the meetings and when are they held?

Regular meetings are held the second Tuesday of the month at 6:30 p.m. at the Placentia Library, 411 East Chapman Avenue.

Placentia, California 92870, (714) 528-1906. Call (714) 990-0580, for information. Meetings are free and the public is welcome!

Planning meetings are held the third Thursday of every month at 7 p.m. at Downey Savings & Loan, one block east of Harbor at Bastanchury in Fullerton. All members are welcome to attend planning meetings!



next meeting: tuesday, march 13, 6:30 p.m. placentia library, placentia