

***The  
Gigabyte  
Gazette***

**The Monthly Newsletter  
of the  
*Sun City Summerlin  
Computer Club***

**March 2015**

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## **President's Message**

*by Howard Verne*

### *Dear Computer Club and friends*

2015 is off to an excellent start. Our seminars and classes are being well attended with so many of you updating your knowledge and skills. Our members have a growing interest in laptops, smart phones and tablets. Your club board is working hard to satisfy this interest with new classes and seminars.

Take the time to subscribe to our club's SCSCC\_News Yahoo group so you get all the reminders and important club news. If you are like me you will find all the reminders and club news very helpful and maybe even necessary. First thing to do is go to the club website ([www.scsccl.com](http://www.scsccl.com)) and click on the button titled "Subscribe to SCSCC News". All you have to do is send a message, following the instructions. Please note, the message must come from YOU. No one else can send it for you.

Every Tuesday from 1 to 4 PM your club offers a FREE hardware / software repair session. All too often your fellow members come in with computers that will not boot up and they stand a chance of losing all their hard drive pictures and music. We urge all of you to please purchase an external hard drive and back up the drive inside your computer to it. In the event of disaster, it is easy to transfer your backup hard drive on to your internal hard drive and you will be back in business. Come in on Tuesday afternoon and your hardware SIG techs will show you how to do this

*Howard Verne, President*

(702) 527-4056 [pres.scsccl@gmail.com](mailto:pres.scsccl@gmail.com)

## **Issue Contributors**

|                   |                       |                        |
|-------------------|-----------------------|------------------------|
| <b>Irene Burt</b> |                       | <b>Tom Burt</b>        |
| <b>Zane Clark</b> |                       | <b>David Kretchmar</b> |
| <b>Pat Lemay</b>  | <b>Jeff Southwell</b> | <b>Howard Verne</b>    |

## **Submissions Welcome**

We are always looking for new information to share with our club members. If you have computer or technical information you would like to share with members of the club, send your articles to Tom Burt at [tomburt89134@cox.net](mailto:tomburt89134@cox.net). Thank you to everyone for your contributions.

## **SCSCC Board of Directors Actions**

### **The Computer Club Board of Directors took the following actions on February 11, 2015**

Edith Einhorn made a motion that the minutes of the January 7, 2014 Board of Director's Meeting be approved as submitted. The motion was seconded by Chuck Wolff and unanimously approved by the Board.

Jeff Southwell made a motion that the minutes of the February 5, 2014 Business Meeting be approved as submitted. The motion was seconded by Irene Burt and unanimously approved by the Board.

Edith Einhorn made a motion to purchase 14 new HP Pavilion 17Z Touch laptops with the specifications outlined in the attached email at a cost not to exceed \$10,500. The motion was seconded by Tom Kimber and unanimously approved by the Board.

A motion to move \$10,000 from the saving account to the checking account to pay for the purchase of 14 new laptop computers for the Lab was made by Chuck Wolff. The motion was seconded by Tom Burt and unanimously approved by the Board

Chuck Wolff made a motion that the Board Meeting adjourn. The motion was seconded by Ed Barkin and unanimously approved by the Board.

## **General Membership Meeting**

The March meeting will be held at **7 PM on Thursday, March 5<sup>th</sup> at Desert Vista**. Our guest speaker will be Jim Barbee, Chief of the Technology Division of the Nevada Gaming Commission. Mr. Barbee will speak about new advances in gaming. Come join us for an informational presentation, refreshments and fellowship.

For Club information go to [www.scs-cc.com](http://www.scs-cc.com), contact Howard Verne, President at (702)527-4056 or email him at [pres.scscc@gmail.com](mailto:pres.scscc@gmail.com).

## **Welcome New Members**

The following new members joined the Computer Club between January 25<sup>th</sup> and February 28<sup>th</sup>.

**Blair Adaway  
Sadie Azar  
Bcherie Grotewold  
Lynn Grotewold  
Joyce Howell  
Ronald Johnson  
Sandra Johnson  
Lorraine Kaufman  
Debora Lamkin  
Sandy Leutze**

**Diane Mayfield  
Jimmy Mc Donald  
Kathy Mc Keag  
Rick Ramza  
Lee Richard  
Sharon Richard  
Suzanne Sharp  
Nancy Thomas  
Charles VanCise**

## **March 2015 Calendars**

To view the March classroom and lab calendars, click the following hyperlink:

[http://www.scs-cc.com/Calendars/scscc\\_calendar\\_2015-03mar.pdf](http://www.scs-cc.com/Calendars/scscc_calendar_2015-03mar.pdf)

## Special Interest Groups

**Special Interest Groups (SIGs) provide a forum for general discussion on a specific computer related subject. Admission to all SIGs is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. All of the following meetings are held in the Classroom. <W> or <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device (i-thing or Android) user.**

### **Genealogy <W>**

*2nd Thursday, 10:00 a.m.*

Karen Ristic (749-6489)

Genealogy is one of America's most popular and rewarding hobbies. Come; let us help you find your ancestors on the Internet. We will explore helpful, free, sites and assist you in building your family tree.

### **Internet Investing <W/M>**

*3rd Thursday, 9:00 a.m. in even months*

*Next meeting: April 16.*

Tom Burt (341-7095)

The Internet Investing SIG provides a forum for members interested in using Internet resources for researching and managing investments to meet, discuss, and learn more about the topic. The SIG's target audience is members with intermediate computer skills and investment experience, but all members are welcome.

### **GMail and Other Google Programs <W/M>**

*1st Thursday, 10:00 a.m.*

Pat Lemay (254-1499)

This SIG covers Gmail as well as other Google applications. All members are welcome. This is your place to learn about all things Google.

### **iPad SIG <iPod, iPhone, iPad>**

*4th Thursday, 10 a.m.*

Zane Clark (562-3684)

This SIG will be your forum for learning about and discussing the Apple iPhone, iPod and iPad tablet devices. It's for Apple hand-held device owners of all experience levels.

### **Hardware / Software Repair Lab <W >**

*Every Tuesday, 1:00 p.m. to 4:00 p.m.*

Chuck Wolff (233-6634) and

George Lobue (256-0822)

The Repair Lab provides **CLUB MEMBERS ONLY** with no cost assistance for those having upgrades and / or hardware and software problems with their computers. Bring in only your PC tower and your problems. Our TECH team will give you our best effort. ***Be sure to mark your cables so you can re-connect when you get home.***

### **Macintosh Users' Group <M/H>**

*2nd and 4th Tuesday, 6:30 p.m.*

Ed Barkin (243-6597) and

Rose Mary D'Aloisio (255-2813)

This SIG is for Macintosh users of all experience levels. We will have Q&A, so bring your questions and/or problems.

**Photoshop <W>**

*2nd and 4th Wednesdays, 6:30 p.m.*

Un-moderated discussion group

This SIG covers many of the basic elements found in both Adobe Photoshop and Adobe Photoshop Elements, two excellent tools to get professional-quality results. If you wish to enhance your photographs, this SIG will be most helpful and of great value. This SIG's target audience is intermediate to advanced digital imaging users, but all members are welcome.

**Picasa <W>**

*3<sup>rd</sup> Mondays, 1:00 p.m.*

Stu Gershon (255-3309)

Stu conducts this SIG as a monthly workshop, using Picasa 3 as the tool for organizing and editing digital photos. This SIG's target audience is beginner to intermediate digital photography users, but all members are welcome.

**Photoshop Elements<W>**

*4th Mondays, 1:00 p.m.*

Mary Miles

This SIG covers many of the basic and advanced elements found in Adobe Photoshop Elements, especially layers. If you wish to make the most of your photographs, this SIG will be very helpful. This SIG's target audience is intermediate digital imaging users, but all members are welcome.

## **Kaffee Klatches**

Kaffee Klatches provide a forum for general discussion on all computer-related subjects. Admission to all Kaffee Klatches is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. All of the following meetings are held in the Classroom. **<W> or <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device (i-thing or Android) user.**

### **Beginners Kaffee Klatch <W/M>**

*First and Third Saturdays, 9:00 a.m.*

Bill Wilkinson (233-4977)

If you are a novice or near-beginner computer user, or if you just want some refresher information together with a refreshing cup of coffee, then jump-start or recharge your computing knowledge by attending the BKK sessions. At each session, attendees will explore from one to four topics of particular interest to beginners and near-beginners. The topics are always announced a couple of days in advance via e-mail to SCSCC members who have subscribed to the club's message board. Each topic is presented in a step-by-step manner and is supported by "how to" notes that can be easily and conveniently downloaded from the BKK web page. Following each "up front" presentation of one or more topics (approximately 60 minutes in duration), an informal open-ended Question and Answer period takes place for those who wish to participate, listen, reflect, or inquire.

### **Kaffee Klatch <W/M/H>**

*Every Tuesday, 8:30 a.m.*

Sandy Mintz (838-2525)

This KK is for all users from beginning to advanced. The KK discussions are not restricted to any one subject, computer platform or computer-knowledge level but should be computer or technology related. We will try to answer your questions, help you keep your systems updated and provide some useful "tips and tricks." If you have a tip or information you would like to share, we encourage you to bring it in and share since the SCSCC is built on "neighbor helping neighbor." The fellowship is great, the coffee is good, and the education received from the KK attendees is priceless. Stop by on Tuesday morning and have a cup of coffee with us.

### **Windows 8 Tutorial <W>**

*First and Third Saturdays at 10:30 am*

Tutor: Bill Wilkinson

Each session will be devoted to assisting new Windows 8 owners in becoming familiar and comfortable with Microsoft's newest operating system for desktop and laptop computers. Assistance will be given individually or in small groups as circumstances warrant. Bill's notes are available by clicking [HERE](#).



## March 2015 Classes

**Because there are a limited number of computer stations available for hands-on participation, pre-registration is necessary for all classes. See individual class descriptions for details on how to register.**



### **THE NEW BOOT CAMP CLASS for Windows Vista, Win7, and Win8.1 Users**

**No class in March – Next dates TBA  
Lead instructor: Bill Wilkinson**

**Place Your Name on the Registration List  
for the Next Three-Session Class  
(Dates to be Determined as Interest Dictates)**

**Each Session Meets from 9 am - noon.**

#### **Course Description:**

Boot Camp is an introductory course designed for residents who are novice users of the Microsoft Windows operating system. **It also serves as an excellent review for intermediate users who want to fill some gaps in their computer knowledge.**

This hands-on class has a **limited enrollment of 12** with each participant working at an individual computer station in the Computer Lab. A team of lead instructor and four coaches will provide step-by-step instruction that will include demonstrations, guided practice and individual coaching assistance.

#### **These strategies will be covered:**

- Secrets for using the mouse and the keyboard effectively
- Basic vocabulary needed for an understanding of Windows (Vista, Win 7, and Win 8.1)
- Managing and organizing your personal data files (documents, pictures, videos, and music)
- Protecting your computer from viruses and other malware
- Safely downloading and installing applications from the Internet
- Efficient and safe use of an Internet browser and search engine.
- Manage, compose, send and receive email messages.

**Course Fee: \$10 for current club members; \$20 for non-members**

**Materials include: a step-by-step user's manual and an 8 GB flash drive**

#### **Registration Details:**

To be placed on a high-priority wait list for the next available Boot Camp class, please **SEND AN EMAIL MESSAGE TO [WILKINLV5@COX.NET](mailto:WILKINLV5@COX.NET)** and provide the following information:

- Include "**Boot Camp**" in the Subject Title
- Your first and last name
- Your 8-digit Sun City Summerlin Association number
- Your telephone number
- Your email address

Your pre-registration interest and position in the queue will be acknowledged.



## **WINDOWS 8.1: the Basics and Beyond**

**A NINE-HOUR HANDS-ON CLASS**

***9 am to noon on March 9, 10 & 12***

**Lead Instructor: Bill Wilkinson**

**Place Your Name on the Pre-Registration List  
for the Next Three-Session Class**

***(Dates to be Determined as Interest Dictates)***

**Each Session Meets from 9 am - noon.**

This 9-hour hands-on class, delivered by a team of an instructor and five coaches, will provide participants with a printed manual with over 100 step-by-step strategies and procedures geared specifically to Windows 8.1.

In addition, we will provide some tips on how to effortlessly make your Windows 8.1 machine look and feel like your favorite earlier edition of Windows (either XP, Vista, or Win7). Now that's comfort...having the familiarity of your old computer combined with the speed and power of the Windows 8.1 system! As an aside, we will also take a sneak preview of some of the features of Windows 10, Microsoft's newest operating system which will be made available FREE to present users of Win7 and Win8.1 before the end of the year!

Prerequisites: Club Membership for 2015 (\$10); Class Fee for Instructional Manual (\$10); comfortable with using a Mouse.

If you are interested in placing your name on a high-priority reservation list for the next available class, simply send an email message to: [WILKINLV5@COX.NET](mailto:WILKINLV5@COX.NET) and include the following information:

- Include "**Windows 8.1 Class**" in the Subject Title
- Your first and last name
- Your 8-digit Sun City Summerlin Association number
- Your telephone number
- Your email address

Your reservation will be acknowledged by return email.

Please note: All hands-on classes are limited to 12 participants. This class fills very quickly.



## Microsoft Office 2010, Featuring Word

Wednesday March 18<sup>th</sup>, 1 pm

Presenter: Howard Verne

Location: SCSCC Lab

**Microsoft Office 2010** was designed to replace older versions such as Office 2007 and 2003. The latest versions of Microsoft's productivity suite are Office 2013 and Office 365.

Office 2007/2010 contains a number of new features, the most notable of which is the entirely new graphical user interface (ribbon), replacing the menus and toolbars that have been the cornerstone of Office since its inception with a tabbed toolbar. The new suite requires Windows 8 or Windows 7 or Vista or Windows XP with Service Pack 2 or 3. This presentation will provide an overview of the common features of these components, with an emphasis on **Word 2010**. For those of you who have *Office 2013* or 365, 90% of the items covered will apply to you too.

**Registration:** to register, send an email with your first and last name, association number, and the words "Office 2010" in the *subject* of your message to: [hverne@outlook.com](mailto:hverne@outlook.com). If you do not receive a reply from Howard within 24 hours, please contact him at 582-8107. Please note: All hands-on classes are limited to **12** participants.

**Handout:** The handout for this class can be found in *Seminar Handouts/Microsoft Office 2010 class notes* (<http://www.scs-cc.com/smnr/Office2010.pdf>) please print it out and bring it to class.

## March 2015 Seminars

**For Computer Club seminars, there is no requirement for advanced registration unless explicitly stated. Seating is first-come, first-seated.**



### **Video Streaming Boxes**

**Presenter: Stu Gershon**

**Monday, March 2, 2015, 1:00 pm**

**Location: SCSCC Classroom**

Stu will discuss and demonstrate some of the popular streaming devices such as Roku, Amazon Fire, Chromecast and Apple TV.



### **Taking Better Photos with your Smart Phone**

**Presenter: Stu Gershon**

**Monday, March 9, 2015, 1:00 pm**

**Location: SCSCC Classroom**

Stu will cover how to take good photos with your Android Smartphone. This is a NEW class. The focus of the class will be on Android phones and tablets, but iPhone users are also welcome to attend. Bring along your phone.



**Ask Chuck Q & A**  
**Thursday, March 12<sup>th</sup> at 1 PM**  
**Presenter: Chuck Strickland**  
**Location: Classroom**

Chuck will hold forth in the classroom, answering your technical questions. Chuck will also be holding a drawing to give away a refurbished Windows 10 Tech Preview PC. If you wish, you can e-mail your questions ahead of the session to: [chuckstr89134@gmail.com](mailto:chuckstr89134@gmail.com).



**iPad Basics**  
**Monday, March 16<sup>th</sup> at 9 AM**  
**Presenter: Zane Clark**  
**Location: Classroom**

Zane will present a comprehensive “beginners’ overview” tutorial on how to use an iPad tablet.



## **Google Drive**

**Thursday, March 19<sup>th</sup> at 1 PM**

**Presenter: Pat Lemay**

**Location: SCSCC Classroom**

Google Drive is a file storage and synchronization service created and managed by Google. It allows users to store documents in the cloud, share files, and edit documents with collaborators. You can store and access your files anywhere with Google Drive - on the web, on your hard drive, or on the go. Install Google Drive on your Android device, iPhone/iPad, and computer. Upload and sync files in Google Drive.

Google gives you 15 GB of free storage shared across Google Drive, Gmail and Google+ Photos. The unique difference between Google Drive and other cloud storage programs is that anything you create in Docs, Sheets or Slides won't use up any of your storage. Anything uploaded into the Google format does not count against your storage either.



## **E-Books and E-Book Readers - 2015**

**Monday, March 30<sup>th</sup> at 9 AM**

**Presenter: Tom Burt**

**Location: SCSCC Classroom**

Electronic Books (E-books) are a steadily growing segment of the book market. At the same time, the landscape for book reading devices has evolved away from dedicated book-reading devices to software applications that run on PCs, tablets and smart phones.

This 2 hour seminar will review how to download free and purchased E-books from various popular online stores. We'll briefly cover a few of the common E-book file formats and a software tool you can use to convert between them. We'll look at several popular E-book reader programs for PCs and tablets and how to download and install them. We'll also look at how to check out E-books from the latest website interface of the Clark County Library. And we'll save time for your questions.

The target audience for this seminar is all SCSCC members who have Boot Camp or higher level experience. Updated presentation notes will be available about March 22 at:

[http://www.scscclib.org/smnr/E-Books\\_and\\_E-Readers\\_Seminar.pdf](http://www.scscclib.org/smnr/E-Books_and_E-Readers_Seminar.pdf).



## Tom's Tech-Notes

### **Cable Modem Frustrations** **Tom Burt, SCSCC Vice-President**

In August of 2014, Cox Communications doubled the speed of their high speed Internet service. For mid-tier (Premium) customers, the new top speed went from 25 to 50 M-bits down. With Cox's Power-boost feature, the actual rate for downloads was about 65 M-bits down. Upload speeds increased as well. However, to actually *realize* these speeds, the customer had to install a cable modem that supported the DOCSIS 3.0 signaling standard. DOCSIS 3.0 provides for using four or eight channels simultaneously (channel bonding) to achieve much higher effective speeds.



I checked Cox's list of supported modems and found the Arris/Motorola Surfboard 6141 modem on the list. In online reviews, it was very highly rated and I had very good results with my previous Motorola Surfboard 5120 single channel modem. So I ordered a SB6141 modem from Amazon. When it arrived, setup went pretty smoothly. I did have to call Cox to get the modem activated, giving them the serial number and MAC address. I also had to make a follow-up call because initially the modem was not getting the higher speeds; it was still getting about 32 M-bits down. That was quickly resolved. The original Cox service rep had not changed my Cox account settings to indicate my new modem supported DOCSIS 3. Once that was done I was getting the full 65 M-bits down and life was good.

I didn't give much thought to the modem after that until about 8 weeks ago. My SB6141 began rebooting itself. These automatic reboots take about a minute and then the modem resumes operation. Initially, these reboots were infrequent – maybe once or twice a day – and often weren't even noticed. However, the frequency increased to about once an hour, which was the point of frustration. I browsed to <http://192.168.100.1> to check the modem's signal levels and logs to see what was going on. The logs indicated a high incidence of ranging errors and T3 timeouts and, whenever a T4 timeout would occur, the modem would reboot. I learned from searching online that this rebooting is actually part of the DOCSIS 3.0 standard. When signal levels on the four upstream channels get too low, the modem automatically resets and reacquires the connection to the cable service.

I tried some mechanical remedies. I disconnected both ends of the coaxial cable (from the wall and from the cable modem) and then reconnected, making sure both ends were snugly tightened. I moved other electrical wires and a plug strip away from the cable modem and the coaxial cable. I also plugged the cable modem's AC adapter into a battery backed outlet on one of our uninterruptable power supplies. After that, the modem seemed to be working much better. The logs showed almost no T3 timeouts. So I thought I had resolved the problem. However, by the next day, the modem again reset itself. The resets were occurring less often, but not gone.

I called Cox support and their trouble-shooting computer did some tests and then remotely reset the SB6141. After that, the modem ran fine for about 8 hours and then again began its periodic rebooting. I

called Cox again and got to a human tech who was monitoring the signal levels. I had explained to her all of my own attempts to fix. As an aside, we had a Cox service tech out about two years ago to clean up all of the cable wiring with new splitters and connectors, so our wiring should have been in decent shape. The second support rep advised that my modem's upstream signal levels were very weak, which indicated that my modem was defective. She suggested that I return it to Arris/Motorola for an under-warranty replacement.

Before calling Cox, I had also searched the web for other reports of this problem for the SB6141 and found *legions* of customers of Cox, Comcast and Time-Warner who have had the same timeout / reboot problems. In most cases, even after many service calls from the cable companies, the problems were not resolved. The modem works well much of the time and then gets a flurry of ranging errors and timeouts and then reboots itself. After that, it runs well for a few hours or even a day and then the cycle repeats.

One interesting article I read noted that the SB6141's AC to DC power adapter only outputs 12 volts, 750 milliamps of power. That poster tried substituting a 12 volts, 1000 milliamps adapter and said all his problems cleared up. Excited, I found a 12 volt, 1000 milliamp adapter in my box of old parts (from a Linksys router), but the power connector end that would plug into the cable modem was slightly too large.

I still have other things to try, including calling Motorola support and arranging for a new modem. However, other users who replaced their SB6141 modems reported the new modems began rebooting as well. I could also try splicing the end connector from the SB6141's power adapter to my 1000 milliamp Linksys adapter (as a last resort). I'm also looking at alternative brands, notably the Cisco / Linksys models, which, interestingly, use a 12 volt, 1000 milliamp power adapter.

Conclusion: It appears that the SB6141, while it has an abundance of nice features, only works reliably as long as the end-to-end cable connection from the modem to a Cox node is *very* clean. However, in a real world configuration, with lots of homes connected to a cable strand, upstream signal quality won't stay that clean. I think the weak 750 milliamp AC to DC adapter is also a factor.

Meantime, when it's not rebooting, the modem *does* perform reasonably and we get the rated downstream speeds. So for now we can live with it while trying for a better solution.

At this point, if asked, I wouldn't recommend the Arris / Motorola Surfboard 6141 DOCSIS 3.0 modem.





## **iPad News and Tips**

**by Zane Clark**

### **Getting Help**

It can be frustrating having a great device like the iPad in your hands and not be able to use it efficiently. Fortunately you have several options to help you learn to love your iPad.

1. Come to one of the 3 iPad sessions held each month. You will hear about new features, and get individual help. Check the computer club calendar for dates and times.
2. Google it! I do this often in the iPad labs when I am stumped on a question. Google seldom fails to come up with an answer.
3. Come to the computer lab on Saturday mornings. Ed Hedin is there most Saturdays to answer your questions.
4. Find your answer in a manual, and you don't need to buy one! The public library has many current manuals. You can take your iPad to the library, bring several of the manuals to a table and browse through them to find the answer. You can also use the library's WiFi hot spot to go online.
5. Go to iBooks on your device and download a free PDF manual that will be available on your device whenever you need help.
6. Call or email me with your question. Often I can help you by email or on the phone. I will even meet with you in person if you are unable to attend one of the iPad sessions. Phone: 702-332-5747, email: [zclark@cox.net](mailto:zclark@cox.net).



## **Kretchmar's Korner**

**By David Kretchmar, Computer Hardware Technician**

### **Superfish Your Browser is Under Attack**

It's always been a good idea to clean a new computer of all pre-installed bloat ware. The bloat ware has usually consisted of useless icons and trial versions of programs, such as security suites, or a trial of the latest retail version of Microsoft Office.

Recently a major producer of computers for consumers, Lenovo, released new computers with a major security flaw *already built in*; Superfish.

New Lenovo PCs shipped between September and December 2014 were pre-installed with adware known as Superfish. Superfish uses its own certificates to insert ads into Web browsers. That would be bad enough, but Superfish also opens the door to third-party access of a user's browser data, according to security researchers. Superfish also injects its own objects into a search, directing consumers to sites that supposedly had a financial relationship with Lenovo.

Recently Lenovo promised to "temporarily remove" Superfish from new products until developers could release an update. Subsequently, Lenovo announced that "Superfish has totally disabled server side interactions (since January) on all Lenovo products so that the product is no longer active. This disables Superfish for all products in market."

Lenovo stated that it stopped preloading the malware in January, and will not preload this software in the future.

"We have thoroughly investigated this technology and do not find any evidence to substantiate security concerns," Lenovo continued. "To be clear, Superfish technology is purely based on contextual/image and not behavioral. It does not profile nor monitor user behavior. It does not record user information. It does not know who the user is. Users are not tracked nor re-targeted. Every session is independent. Users are given a choice whether or not to use the product. The relationship with Superfish is not financially significant; our goal was to enhance the experience for users. We recognize that the software did not meet that goal and have acted quickly and decisively."

Security experts, however, have suggested that Superfish leaves the system open to hackers or installation of even more malware.

Lenovo claims it's providing a useful service, helping users do price comparisons. This is absolutely untrue. It's just adware or malware, with real potential to hurt your computer.

Internet Explorer and Chrome users were most at risk for Superfish infiltration; Mozilla's Firefox browser uses separate root certificates, and therefore was not affected.

Looking at the Lenovo Superfish problem is valuable not only because it demonstrates how far advertisers will go to direct your searches (no way Lenovo was doing this for free); it shows that that bad guys are now focusing on your browser to hijack your browsing experience.

Malware does not usually come pre-installed on machines like Superfish did. Users usually get them from downloading what they think is legitimate software. I no longer fully trust sites I formerly considered safe, such as CNET and Tucows.

There are other sites, appearing near the top of many searches concerning computer problems that I would never trust, such as Softpedia. When I look at the Softpedia site I find very few downloads that do not have the potential to cause computer users' problems.

I have also become more wary of portions of legitimate programs I have installed, such as Avast. I recently installed or activated (unknowingly) an Avast extension named SafeBuy that caused an obnoxious pop-over to appear whenever I seemed to be pricing an item. The pop-over would block my view of the item I was looking at, suggesting a better price elsewhere.

It is difficult to believe that the makers of Avast did not know they were doing a major disservice to their users with this popover. The Avast extension, in addition to being a major inconvenience, never once presented me with a lower price for any item I was considering buying. The pop-over would usually show a better price for a reconditioned item (really?), a different model number, or forget to include shipping in the "lower" price.

### **Uninstalling Superfish and other unwanted programs**

Uninstalling the Superfish and other forms of malware will not usually fix the problem; you also have to navigate the Windows system to manually remove the certificate. This can be done by typing "certificates" as a search, entering Manage Computer Certificates, and deleting certificates for problematic programs.

Check add-ons and extensions in each browser and disable each of the items that appear to be causing problems.

Use the Control Panel to remove any suspicious programs. Go into MSCONFIG and stop any unwanted programs from starting on boot up.

ONLY if you are comfortable using REGEDIT, go into your system's registry and delete any suspicious entries. Change the value for any suspicious calls you cannot delete from 1 to 0 (null).

## March Lab Monitor Schedule

| <b>Day</b>     | <b>Date</b>   | <b>Monitor</b>                                     |
|----------------|---------------|--|
| <b>1 - Mon</b> | <b>2-Mar</b>  | <b>Millie Taylor<br/>Carol Przybycien</b>          |
| <b>1 - Wed</b> | <b>4-Mar</b>  | <b>Marilyn Gramms<br/>Susie Scott</b>              |
| <b>1 - Sat</b> | <b>7-Mar</b>  | <b>Marcy Ishum<br/>Jeff Southwell</b>              |
| <b>2 - Mon</b> | <b>9-Mar</b>  | <b>Donna Bailey<br/>Blanche York</b>               |
| <b>2 - Wed</b> | <b>11-Mar</b> | <b>Tom Brennan<br/>Jan Edwards</b>                 |
| <b>2 - Sat</b> | <b>14-Mar</b> | <b>Fred Cohen<br/>Jim Enlow</b>                    |
| <b>3 - Mon</b> | <b>16-Mar</b> | <b>Susie Scott<br/>Kathy Kirby</b>                 |
| <b>3 - Wed</b> | <b>18-Mar</b> | <b>Susie Scott<br/>Opal Smith</b>                  |
| <b>3 - Sat</b> | <b>21-Mar</b> | <b>Mary Hedin<br/>John Zuzich</b>                  |
| <b>4 - Mon</b> | <b>23-Mar</b> | <b>Sharon Cline<br/>Lowana Mannlein</b>            |
| <b>4 - Wed</b> | <b>25-Mar</b> | <b>Joyce Davison<br/>Tammy Collins</b>             |
| <b>4 - SAT</b> | <b>28-Mar</b> | <b>Ann Warhaftig<br/>Jim Enlow</b>                 |
| <b>5 - Mon</b> | <b>30-Mar</b> | <b>Nilda Kunich/Fernandez<br/>Carol Przybycien</b> |