

THE GIGABYTE GAZETTE

The Monthly Newsletter
of the
*Sun City Summerlin
Computer Club*
www.scsccl.com

December, 2019

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Issue Contributors

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President's Message

by Jeff Wilkinson

A Recent Scam Experience

I wish to extend a very Happy and Safe Holiday Season to all club members and their families.

We are looking forward to an exciting and productive new year for our club, one of the largest in Sun City Summerlin.

And the Scams Go On....

Recently I received the "Social Security" [scam call](#), the recorded message informing me that I should call back an 800 number because my account was about to be suspended. I decided to play along and see what the suspected scam pitch was; since I was 99.99% sure that Social Security doesn't call you.

I called the 800 number, exclaimed my surprise that there was a problem and breathlessly asked what the problem was. The responder, "Officer Ronald Smith" explained, in an almost unintelligible accent, that he was a senior investigator and I should get a pencil and paper and write down his name and badge number, which he proceeded to give me. He then went on to outline the "problem" which included seven bank accounts opened under my social security number. He said the accounts had been used for money laundering and an investigation was under way with an arrest warrant about to be issued. In addition, there were multiple credit cards also under my social security number which had been linked to illegal activity.

"Officer Smith" then asked if these were my accounts. Upon my answering No, he explained he needed to know how many bank accounts and their approximate balance and how many credit cards I had and their credit limits. I responded with fictitious information of course. He advised me that this conversation was being recorded and I was repeatedly told to listen to his instructions very carefully. When I told him in a frightened, exasperated voice that the accounts he described were not mine, he wanted the local police department phone number so he could call to see if we could clarify some additional information. I gave him a fake phone number and he put me on hold; he came back a short time later and said that the number I gave him was incorrect!

"Officer Smith" then told me I could get the number from the yellow pages or Google and said he would wait while I looked it up. When I asked why *he* didn't have it, he exclaimed he did, but was not allowed to give it to me. I looked up the number in the city I had claimed to live in and gave it to him; he again put me on hold and returned a couple of minutes later. He said he had a senior investigator on his other line, and she would be calling me. I was to put him on hold when she called. Then my phone rang! The call was from the number I had provided which was the number of the Palo Alto, CA police department! "Officer Smith" told me to put him on hold and to add the new caller to the conversation.

Throughout this entire 22-minute ordeal he had not yet asked for any money or access to my computer. I was tempted to continue the charade, but the language barrier became intolerable along with the level of minutia, so I ended the calls. Almost immediately my phone began ringing from an unknown 800 number, over and over until I blocked the number. I believe the ploy was to obtain my information such as date of birth, address and social security number so they could steal my identity.

Although I didn't get far enough to determine the full scam, I was very surprised that they added so much credibility by calling me back and "spoofing" (faking the Caller ID) of the actual police department number I had provided and they had checked!! As we know, spoofing a phone number occurs often on junk and scam calls. This specific trick could cause a reluctant mark to falsely think they were maybe being too cautious. The scammer may attempt to retrieve your date of birth, name, address and partial social security number by asking throughout the conversation for you to verify information. With those items, it is possible to initiate a change of address and phone number with Social Security and then your redirect your direct deposit to a different bank.

Having repaired two cases of scammers gaining access to computers that week, one which was able to gain bank information and withdraw a four-figure sum of money from a retiree, I was interested in experiencing the actual pitch. It can't be stressed enough that allowing remote access to your computer from random phone calls, emails or web page screens is to be avoided. Also do not release any personal information to unknown callers no matter how official they attempt to sound, with so much information available in the public domain many times only a small amount of additional information is needed to initiate an identity theft.

Until next month ...

Jeff Wilkinson, President
(702) 527-4056 pres.scsc@gmail.com

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 editor **Tom Burt** at 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 November 13, 2019

Chuck Wolff made a motion that the minutes of the October 9 Board Meeting be approved as corrected. The motion was seconded by David Kretchmar and unanimously approved by the Board.

Tom and Irene Burt presented the proposed 2020 budget and accepted minor changes. The updated budget will be approved at the December 11th BOD meeting and ratified by the membership at the January 2nd General and Business meeting.

Howard Verne made a motion that the meeting adjourn at 10:20AM. Chuck Hagan seconded the motion and it was unanimously approved by the Board. The meeting was adjourned at 10:20 AM.

General Membership Meeting

Our next General Meeting will be held at 2 PM on Thursday, December 5, 2019 in Desert Vista Room 5.

The club will hold 2020 Board elections and then have its annual holiday social.

For Club information: go to www.scscclab.com, contact Jeff Wilkinson, President at (702) 527-4056 or email him at pres.scscclab@gmail.com.

Welcome New Members

The following new members joined the Computer Club between October 26th and November 26th.

**Bess Armstrong
Milton Goldstein
Laura Kilcorse
Paula Nuzzo**

**Elaine Rosen Cohen
Charles Sandefur
Wayne Welborn**

December 2019 Calendars

To view this month's classroom and lab calendars, click the following hyperlink:

http://www.scscclab.com/Calendars/scscclab_calendar_2019-12Dec.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>, <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device user.

Genealogy Q&A <W/M>

4th Saturday, 9 a.m. to noon in the Lab
Karen Ristic (702-749-6489)

Genealogy is one of America's most popular and rewarding hobbies. With billions of records now available online, researching your family tree has never been easier – if you know where to look and which key words you'll need to use to create an accurate family tree from start to finish.

Hardware / Software Repair Lab <W/M >

Every Tuesday, 1:00 p.m. to 4:00 p.m.
Chuck Wolff (702-233-6634) and
Chuck Hagen (702-418-2614)

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, your Mac or your laptop 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.***

Internet Investing <W/M/H>

3rd Thursday, 9:00 a.m. in even months
Next meeting: December 19th
Tom Burt (702-341-7095)

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.

iPad/iPod/iPhone <H> *Dark in December*

4th Wednesday, 9 a.m.
Zane Clark (702-562-3684)

This SIG is your forum for learning about and discussing the Apple iPhone, iPad tablet and iPod devices as well as Macintosh PCs. It's for Apple users of all experience levels.

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. 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 (iOS or Android) user.**

Windows 10 SIG / Q&A <W>

First and Third Saturdays, 9:30 a.m.

Bill Wilkinson (702-233-4977)

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 these Win 10 SIG / Q&A sessions. At each session, attendees will explore several topics of 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 SCSCCNews mailing list. 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 SCSCCBKK.org 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 (702-838-2525)

This Kaffee Klatch is an open, free-form discussion group for all users, from beginning to advanced. 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." Since our SCSCC is built on "neighbor helping neighbor," if you have a tip or information, we encourage you to bring it in and share. 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.

December 2019 Hands-On Classes

No hands-on (Lab) classes are scheduled in December.

December 2019 Free Seminars, Q&As and Workshops

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



“All Things Apple” Q&A

9 AM on First and Third Wednesdays (December 4 & 18)

Presenter: Zane Clark

Location: SCSCC Classroom

Bring your Apple iPhone, iPad, Watch or MacBook to get one on one help with your questions about how to use any Apple device and popular iOS or MacOS apps.



Introduction to Investing Using the Internet

Thursday, December 12th 9:30 AM – 11:30 AM

Presenter: Tom Burt

Location: SCSCC Classroom

It's important that seniors follow and manage their investment portfolios. The Internet provides a wealth of helpful information for doing this.

This 2-hour seminar will do a brief review of the main classes of investments (stocks, bonds, funds, CDs) available to seniors. We'll then walk-through a few interesting websites to illustrate the many resources you can tap into to invest wisely and profitably and to follow how your investments are doing. We'll include a demo of tracking your investments using the Yahoo Finance portfolio tracker. We'll also actually buy or sell an asset at an online broker. The seminar will include lots of opportunities for Q&A.

The target audience is club members who are moderately comfortable with surfing the Internet, who understand basics of investing and who want to improve their own skills in managing their investments. However, all members are welcome!

The seminar notes will be available about **December 10th** at: <http://www.scscclab.com>



“Ask Chuck” Q&A

Thursday, **December** 19th at 1 PM

Presenter: **Chuck Strickland**

Location: **SCSCC Classroom**

Chuck will hold forth in the classroom, answering your technical questions. If you wish, you can e-mail your questions ahead of the session to: chuckstr89134@gmail.com.



Let's Talk (Genealogy) and Lab Monitors

4th Saturday (December 28th), 9:00 am to 12:00 pm

Presenters/Monitors: Karen and Ray Ristic

Location: SCSCC Computer Lab

Genealogists ask a lot of questions. That's what research is all about! Google can provide you many websites with genealogy questions to ask of those you are researching for family information. Many websites are particularly of value especially when you have little or no data about your ancestors.

So, if you have a question or two about genealogy or you've hit a brick wall in your family history research, come for a visit to the Computer Lab and we'll talk about it. The computers in the Computer Lab have Family Tree Maker on all of them.

Karen Ristic and Ray Ristic have been doing family history research for over 40 years, teaching classes, members and officers of genealogy societies, and have published two of their own family history books. They will continue to be in the Computer Lab, primarily to Monitor the Computer Lab, on the 4th Saturday of the month from 9:00 am to 12:00 pm, but also to be available in the Computer Lab (multitasking?) on those days at those times (along with others who may drop by) to "***Let's Talk***" to provide direction and/or answers to your own genealogy questions.

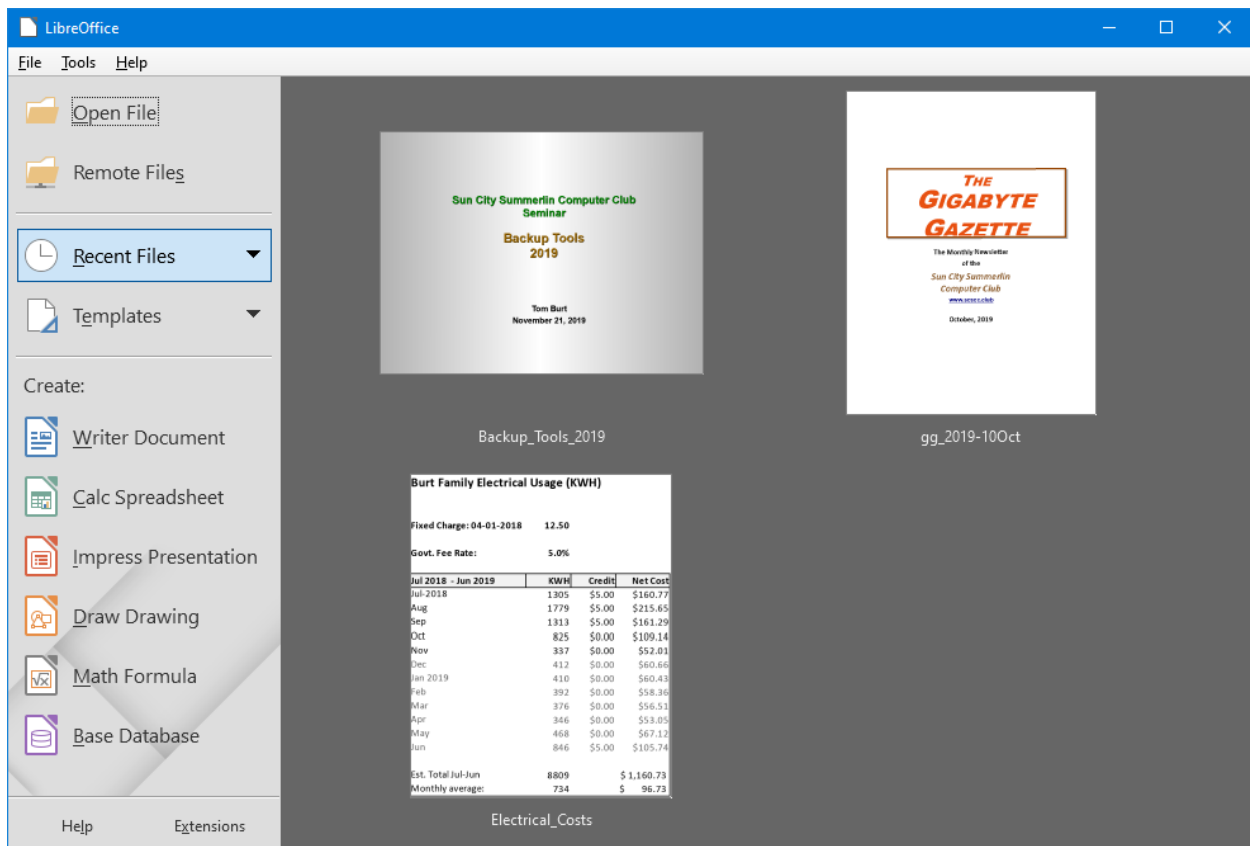


Tom's Tech-Notes

LibreOffice A Powerful, Free Office Suite Tom Burt, SCSCC Vice-President

About every 18 months I teach an introductory seminar on how to use LibreOffice. Attendance is usually good, but I still only am reaching about 20 of our members at any one time. So, I decided this month to write about it here. Also, I had a recent question about “deals” for Microsoft Office 2019 Professional being offered online for prices like \$49.99. These offers are very dubious. I suggested the questioner consider LibreOffice as a legitimate alternative.

LibreOffice is a free full-featured open-source office suite that is very highly compatible with Microsoft office. LibreOffice is offered and supported by the Open Document Foundation. The latest version is 6.3.3. You can download it at: www.libreoffice.org. There are versions for Windows, Mac and Linux. LibreOffice can open and save documents in Microsoft Office format or in its native (.odf) formats.



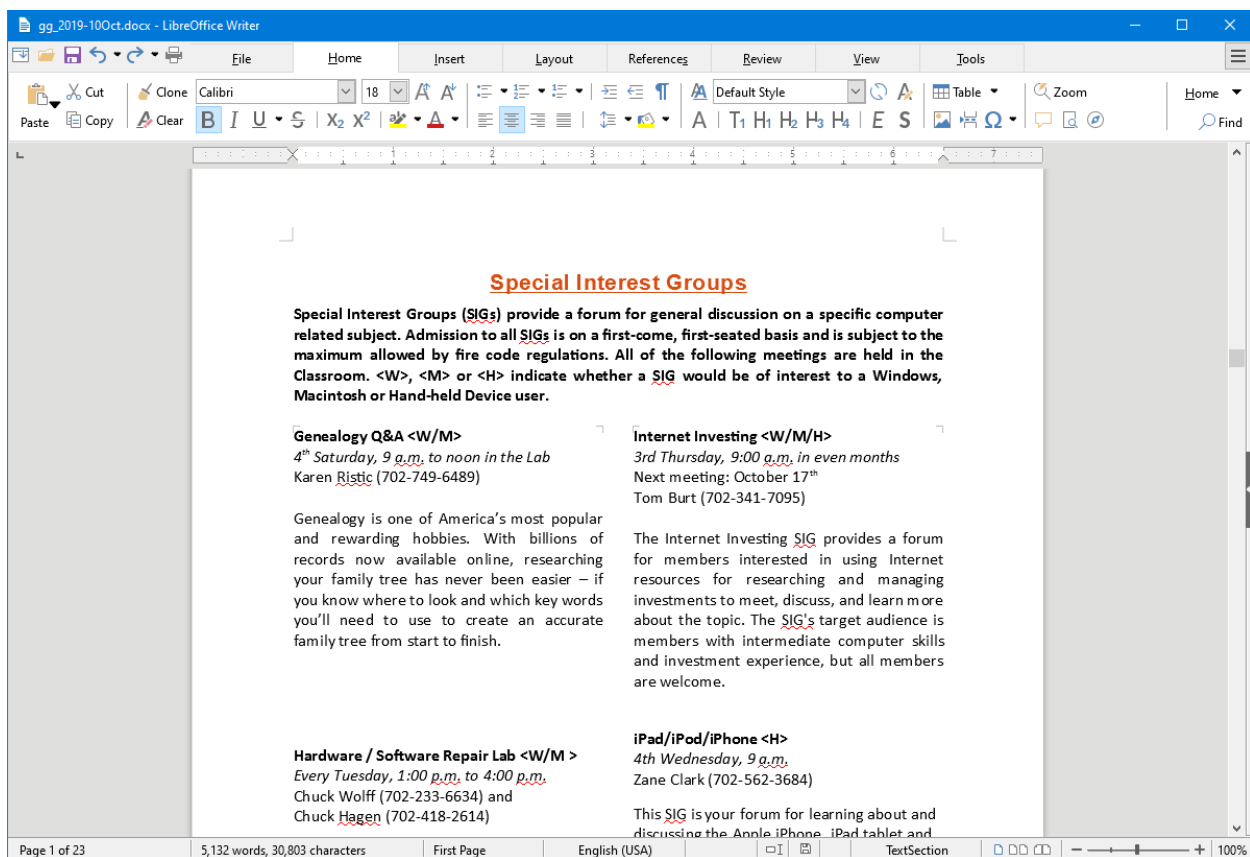
LibreOffice Home Screen

The LibreOffice home screen displays thumbnails of recently used documents. You can reopen one by simply clicking on it. You can also click in the Create section to create a new document.

The LibreOffice suite includes six components:

- **Writer** word processor, compatible with Microsoft Word
- **Calc** spreadsheet tool, compatible with Microsoft Excel
- **Impress** presentation graphics, compatible with Microsoft PowerPoint
- **Draw** diagramming and drawing tool, compatible with Microsoft Visio
- **Math**, a tool for laying out complex mathematical formulas and expressions
- **Base**, a database tool for creating and interfacing to relational databases

Space limits here preclude my covering all of the components. Let's look at Writer to get a sense of how LibreOffice looks and feels.

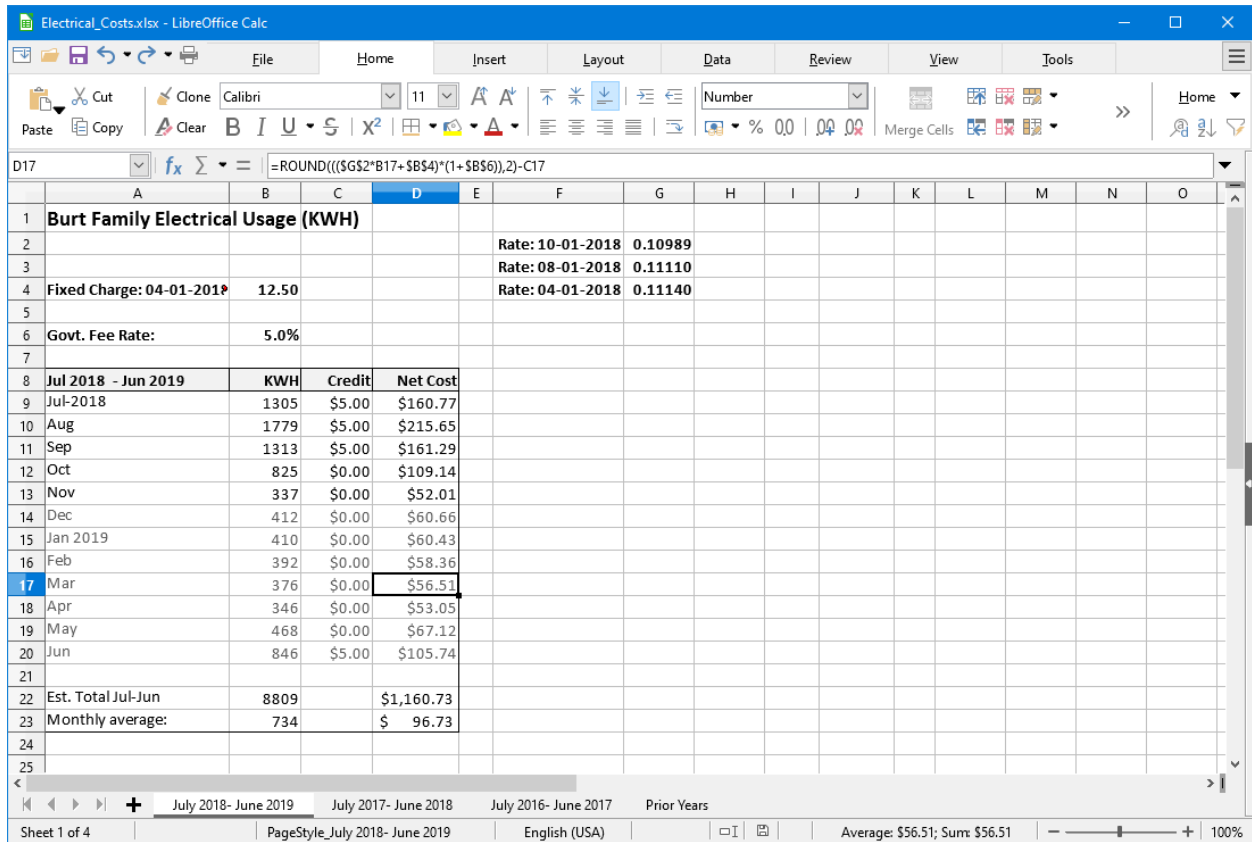


LibreOffice Writer Using the New Tabbed Interface

Beginning with release 6.3.3, LibreOffice offers a choice of several user interfaces, including a ribbon-style tabbed interface similar to that in Microsoft Office 2007-2019. Also available is a “classical” menus and toolbar interface, similar to that in Microsoft Office 2003. Shown in the screen shot is part of the SIGs page of the Computer Club's monthly Gigabyte Gazette newsletter. I opened this document, which I usually edit with MS Word 365 (2019) and almost everything came in fine (styles, graphics, tables, etc.). The only flaw I saw was that my running footers stopped showing after the 5th page. This was caused by an embedded Section break to a

new page. Happily, I was able to easily fix this in Calc by copying the footer from page 4 to page 5.

Let's look at a screen shot from the Calc spreadsheet.



LibreOffice Calc Spreadsheet Using the New Tabbed Interface

This is a fairly simple Excel spreadsheet I use to track my monthly electrical costs. It has multiple worksheets in a single workbook. I opened it with Calc and everything came in fine. This sheet only has formulas; no macros.

In summary, if you're looking for a powerful, free office suite with very high compatibility to MS Office, LibreOffice 6.3 would be an excellent choice. However, after opening a Microsoft Office document in LibreOffice, it's wise to scan through and make sure everything looks right.

Finally, if you see a "too good to be true" offer for Microsoft Office Professional on the web, it almost certainly is. Many of these are selling Enterprise product keys and downloadable media as retail product, in violation of the Enterprise licenses. Microsoft can kill these product keys at any time and the buyer has no recourse. So, Buyer Beware!

Until next month ...



Kretchmar's Korner

By David Kretchmar, Computer Technician

Free Up Space on Your Solid State Drive

The price of SSDs (solid state drives) has been falling rapidly recently, but they are still considerably more expensive than electro-mechanical hard disk drives. Even with the extra cost, many users would no longer consider owning a computer without an SSD boot drive.

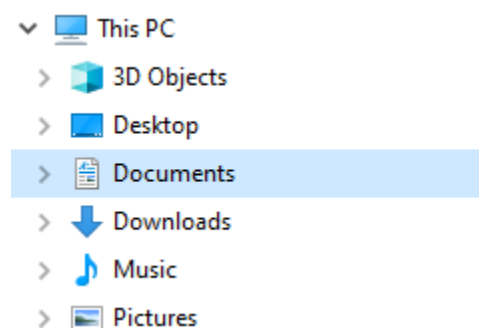
Many computer owners upgraded to an SSD years ago, when they commanded a huge price premium over mechanical drives, and as a result they installed relatively small (i.e. 120 – 240 GB) SSDs. Or maybe now a user wants to upgrade a system they will only be using for a couple more years, and do not want to spend a lot, so they buy a small SSD.

Whatever the reason for running a smaller SSD, space can sometimes become an issue. SSD performance can take a hit when an SSD drive becomes more than 75 – 80% full.

Fortunately, there are things you can do to keep your SSD running at peak efficiency. I'm going to suggest 4 one-time system tweaks to help accomplish this.

Move system folders

By default, all user account folders are stored on the C: drive. That means your documents, pictures, and other libraries will be taking up space. If your system has a mechanical drive, it might be a good idea to move these folders to that drive.



The process is simple. Open Windows Explorer (that yellow and blue folder icon on your Taskbar) and click "This PC", right click "Documents" then click on "Properties". In the Properties window click on the "Location" tab then click "Move" and browse to the location where you want to relocate your files. Create a new Documents folder if necessary. When

you are at the new location click "Select Folder", click "Apply" then "Yes" when you are asked if you want to move the contents of your old Documents folder.

Repeat this same process for all the folders shown under "My PC" including "Pictures" and "Downloads".

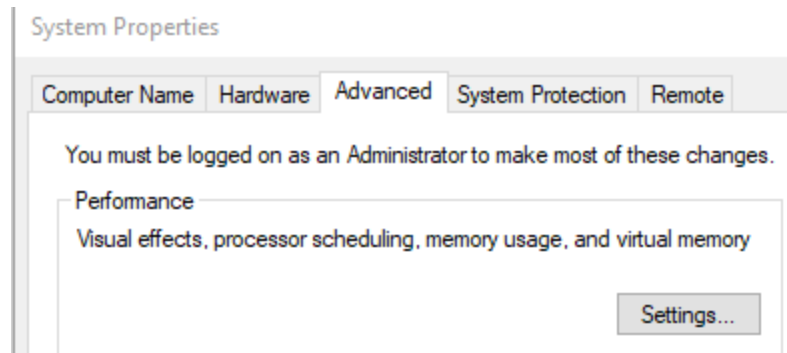
Disable Hibernation

Hibernation is a feature that helps you get to your desktop more quickly. Hibernation was great for older mechanical drives, but the speed of SSDs has made this feature less important. Hibernation takes up roughly as much space on your drive as the space used in your volatile memory (RAM), so disabling it frees up a sizeable chunk of space.

To disable hibernation type “cmd” into the Windows search box, right click on the top result, and click “Run as administrator”. When the command window opens type, “powercfg –h off” without the quotes and press Enter.

Move the Page File

In Windows the Page File is used to store data when you run out of physical RAM. This is rare with the larger memories in today’s computers, but some programs require the Page File, so it



might not be a good idea to disable it; just move it to a larger drive.

Type “Advanced system settings” in the Windows search box and “Enter” or click on the top result. In the Performance section of the window click “Settings”. In the next box click on the “Advanced” tab, then click

“Change” in the Virtual Memory window.

In the Virtual Memory settings box uncheck “Automatically manage paging file for all drives”. Click the C: drive then click “No paging file” then click “Set” and click on the drive you want to move the paging file to and click “System managed size”, click “Set” then click “OK”.

Delete old Graphic drivers

Windows installs with a ton of graphic drivers, and saves older drivers every time they are updated, in case the update fails. This group of files can become a massive space hog on your system drive.

With both Nvidia and AMD, Windows has its own folder storing old drivers. Drill down to C:\Windows\System32\DriverStore\FileRepository. You can delete the contents of this folder, maybe keeping the 2 most recent in case a rollback is required.



APCUG Guest Article

Crowns and Computers

**By Maryellen Amato, M.D., Member, ICON Users Group, MO
July 2019 issue, The ICON Newsletter
www.iconusersgroup.org Meamato76 (at) gmail.com**

Like most professions, dentistry has been deeply impacted by computer technology. Many dentists, for example, have been using digital x-rays. Several months ago in an article entitled Musings on Medicine, I discussed the advantages of using digital radiography, including quicker imaging times and decreased radiation.

Another major facet of dentistry that has been affected by computers has to do with the way dental crowns are made. A crown is a small prosthetic cap that fits over an entire tooth to restore its strength and appearance. A crown may be necessary for a variety of cosmetic and/or functional reasons. A tooth might require a crown if it is broken, cracked, heavily decayed, worn, damaged in some way, or compromised by a root canal.

I had a number of crowns made back in the “old days” before the advent of computers. A tray of goopy putty was placed over my teeth for a few minutes and then the impression was sent off to a distant lab where the permanent crown was made. In the meantime, for the next two weeks I had to endure a fragile temporary crown.

All that has changed with CEREC-3d CAD/CAM. CEREC stands for “Chairside Economical Restoration of Esthetic Ceramic Crowns.” CAD/CAM stands for ‘computer assisted design/computer assisted manufacturing.’

CAD/CAM has been used in industry for many years, but dental CAD/CAM applications were not available until the 1980s, and CEREC technology has only become popular in the last decade.

My dentist, Mr. Jeff, DD, was one of the first dentists in Springfield to embrace this technology approximately 10 years ago. He has made several crowns for me with this technique, and it was so much easier than the old method – and much faster, too. Instead of taking two visits and two weeks to get the permanent crown, it only required about two hours total in one visit to have the new crown made and placed in my mouth.



Ceramic tooth material

Here is what is involved: The first thing my dentist does is take a picture using a dental program which allows him to make a 3D map of my teeth, including top and side views. This allows him to design the crown chairside right then and there on his computer monitor, bypassing the need for filling my mouth with goop and sending the impression off to a lab. This computer data is then transferred wirelessly to a milling instrument that carves the crown out of a block of strong nonmetallic ceramic material. A block of a harder material is chosen for back teeth because they are subjected to stronger grinding forces.

The milling machine (about two feet long by one foot wide) takes up to 30 minutes to make the crown, which is then bonded into place in the patient's mouth.

This method is so precise that there is virtually no risk of damage to adjacent teeth. My crowns also have a very natural feel because they are customized to my bite. They blend in well with the rest of my teeth and look and feel natural.

Dr. Jeff estimates he has made approximately 3,000 crowns using CEREC CAD/CAM. Currently only about 20% of dentists in the Springfield area have this technology, so if you need a crown, be sure to check if it is available at your dentist's office and ask how many crowns they have made using it, since like everything else with computers there is a learning curve.

In summary, I am very lucky that my dentist is on the cutting-edge of dentistry and that he could offer me this computer-based technology. I can attest from my personal experience that it is definitely easier, faster, and more accurate than the old method of creating crowns.



The milling machine used to make crowns using CAD/CAM technology.

December Lab Monitor Schedule

Open Lab sessions are held twice per week: 9 am to noon on Wednesdays and Saturdays.

December Monitors	Monitor Schedule
Mitch Swetsky Bonnie Lum	Wednesday 12/4/2019
Jeff Southwell Ann Warhaftig	Saturday 12/7/2019
Jim Edwards Jan Edwards	Wednesday 12/11/2019
Jim Enlow Fred Cohen	Saturday 12/14/2019
Blanche York Carol Przybyclen	Wednesday 12/18/2019
Mary Hedin John Zuzich	Saturday 12/21/2019
<i>Closed</i>	Wednesday 12/25/2019
Ray Ristic Karen Ristic	Saturday 12/28/2019