

MotherBoard

Volume 22, Issue 4

April 7, 2004

This Month At NOPC

**TIPS, TOOLS AND
TECHNIQUES
FOR
FINDING
INFORMATION
WITH GOOGLE**
by
A.J. Levy

Inside this issue:

<i>The Taxman Cometh (cont'd)</i>	2
<i>Word for the Day: Spim</i>	
<i>Raffle for Works Suite eBay Conference Info Spim (cont'd)</i>	3
<i>Solving ShutDown Problems</i>	4
<i>Defragmenting Your Drives</i>	5
<i>Order Micropsoft</i>	
<i>Protecting Your Computer</i>	6
<i>Secret Guides Available File Conversion Service Adobe Reader Update</i>	
<i>NOPCC Directory</i>	7-8
<i>Calendar of Events</i>	

The Taxman Cometh

IRS Again Offers Free Online Filing Services

By Ira Wilsker, Golden Triangle PC Club

We should have received all of our W-2's, 1099's, and other tax forms by now. Many of us struggle filling out tax forms manually, trying to decipher forms that have so many links and connections you feel that you have to be a genius octopus to connect all of the parts. Some of us use one of the popular tax software packages such as Tax Cut or TurboTax, and others use accountants or commercial services to prepare our most dreaded of forms. For those looking for an alternative, the IRS is again coordinating a variety of free online filing services.

The logical starting place is the IRS website at www.irs.gov. At the top of the page is a link "Free File – Start Here for Free Online Filing". Clicking on the link opens a new page with pre-filing

tips, step-by-step instructions, and a "help center" with frequently asked questions. While the free filing services are coordinated and regulated by the IRS, the services themselves are provided by a number of individual profit seeking companies or non-profit organizations. Any company listed is prohibited from mandating the purchase of any additional services, and the listed services must be absolutely free to those qualified to use the services. The IRS site also states, "IRS Free File does not endorse Refund Anticipation Loans (RALs) or any other advance refund banking products". The site also states that your privacy and financial information will be protected by the providers listed, and that these providers must meet commercial privacy and security standards, and be certified as such by a recognized issuer of privacy and security certifications.

(Continued on page 2)

About Our Presenter

A.J. Levy will give a live demonstration and show "Tips, Tools and Techniques for Finding Information with Google." The presentation will be at the Wednesday April 7 meeting of the New Orleans Personal Computer Club. The meeting starts at 6:30 and is at the J.D. Meisler Middle School, at 3700 Cleary Avenue in Metairie.

Here's some (and only some) of what he will show:

How to increase the valuable results that you find and decrease the multitude of your useless results;
How to find photographs and drawings for your children's school and your own business projects and presentations;

How to have your own FREE news clipping service and automatically receive notice when a person or busi-

(Continued on page 3)

(Continued from page 1)

The process of getting started is a rather simple three step process. First is the "Start Now" button on the "Free Online Filing" web page; second is a determination of eligibility, as different providers have different requirements; finally the third step is linking to the private provider's website, separate from the IRS site. If you find that you are ineligible for a particular company's free offerings, simply return to the IRS site and repeat the process by selecting another likely service. It should be noted that while millions of us are eligible for these free services, many of us will find that we are ineligible for any of many reasons. Once a satisfactory service has been selected, then the tax return information is completed online, with the completed documents being "e-Filed", or electronically filed with the IRS.

Fifteen online providers of free filing services are listed. Each has its own requirements that may be based on residence, income, age, military status, and other factors. While some services are clearly for lower income individuals, some of the free services are available for individuals who have an adjusted gross income (AGI) of up to \$100,000. Some are available to residents of specific states, regardless of income level. None of the listed services offered free filing to Texas residents without regard to income level, though an even dozen of the services are available at no charge to Texas residents who meet other requirements. One of the services, FreeTaxUSA, is listed as available to all Louisiana residents at no charge. Several of the companies listed provide free service to all active duty military personnel, regardless of residence or income. Some services provide unrestricted service based on age, either younger than early 20's, or older than 62 years of age.

For those unsure about which service to consider, a button on the IRS page "Guide me To A Service!" uses a simple form to direct the user to appropriate services based on a short series of personal questions. These questions are age, estimated adjusted gross income, state of residence, number of W-2 forms, possibility of using a form 1040EZ, probable eligibility for the "Earned Income Credit", and military service. Once completed, a list of likely service providers is presented, allowing for the user to easily choose a provider.

All of the providers in what the IRS refers to as the "Free File Alliance" provide for electronic filing of tax returns. E-Filing, as the IRS calls it is relatively safe and secure, and, according to the IRS website, can generate refunds in as little as 10 days, with faster refund service available to those who select having their refunds di-

rect deposited to their bank or credit union accounts.

While these services are freely available online at no charge to many, they may not necessarily be the best alternative. Even if eligible to utilize one of these free services, the onus of decision making is solely on the individual, as most provide no comprehensive tax advice, meaning that it is quite possible for the user to miss deductions or credits that he may be eligible for, thus overpaying. It is also the responsibility of the user to accurately and completely enter data, as there is no one to verify the accuracy of the data entered. To use an early cyber cliché, "GIGO", which means "Garbage in – Garbage Out", the final return can only be as accurate as the information entered.

Clearly, the free filing alternatives may be attractive to many individuals, but for many others the more traditional tax preparations resources may be a superior alternative. The choice is yours; choose wisely.

Ira Wilsker is the Advisor for Region 8, APCUG Representative & Bylaws Chair for the Golden Tri-angle PC Club, a columnist for The Examiner in Beaumont, Texas, and has two radio shows. He also graciously shares his articles with the APCUG editors.

The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

spim

Spim is spam delivered through instant messaging (IM) instead of through e-mail messaging. Although less ubiquitous than its e-mail counterpart, spim is reaching more users all the time. According to a report from Ferris Research, 500 million IM spam were sent in 2003, twice the level of 2002. As it becomes more prevalent, spim could impact the business community similarly to the way that spam does now, by consuming corporate resources and creating security problems.

In some ways, IM is an especially useful channel for spammers. For one thing, the immediacy of IM makes users more likely to reflexively click links. Furthermore, because it bypasses anti-virus software and firewalls, IM is an easy means of passing on not only commercial messages, but also viruses and other malware. Meanwhile, government, corporations, and ISPs are united in the fight against spam, with proposed solutions such as e-mail postage and legislation such as the Can-Spam Act of 2003. As anti-spam measures for e-mail are more widely implemented and become more effective, frustrated spammers may increasingly turn to spim.

One way to protect yourself from spim is to block messages from anyone not your buddy list, or to allow messages only from those on a permission list. Here's how to do that in some of the popular IM programs:

(Continued on page 3)

ness or product that you select is mentioned in the Times-Picayune and in over 4,500 other news sources;

How to limit your searches by date;

How to find Power Point presentations and Excel spreadsheets;

How to limit your search results to only educational or governmental sites; and

How to use other areas of Google that most people have not yet discovered.

A.J. is an attorney who, for over 20 years, has been giving tips about practical uses of computers. He has a weblog, www.outoftheboxlawyering.com, in which he gives examples of how lawyers have found solutions to what first appeared to be insoluble problems. (He also includes postings of other items that he finds interesting.)

This will be his second presentation of practical and practically-unknown ways to use Google.

Raffle for MS Works Suite 2004

NOPC is starting a new raffle at the April membership meeting for Microsoft Works Suite 2004. It contains: Microsoft Works (lite editions of a word processor, spreadsheet, database, calendar, + a few others), Microsoft Word XP 2002, Picture-It Photo Premium, Money 2004 Standard, Streets & Trips 2004, and Encarta Standard 2004. This is a \$100 retail package and some lucky winner will take this home at the end of the May meeting.

Ticket prices remain the same: \$1 per ticket, or six tickets for \$5. Help support the club and tell friends & family so they will hopefully join and purchase tickets as well.

eBay Community Conference

Hello NOPC members, wanted to let you know about an upcoming event that I believe would be of interest to many of you.

Many of you have seen or hear me talk about eBay at different NOPC events. I wanted to let you know that eBay is holding their third annual Community Conference here in New Orleans this June.

What is this? It is a place to meet & greet many of the faces behind eBay and get a chance to talk to people from all over the US about their experiences on the most popular auction site. There will be

many different "eBay University" classes going on, aimed at all the user levels from the beginning buyer to the experienced seller with an eBay store. This is a multi-day event, from Thursday June 24th to Saturday June 26th at the Morial Convention Center in downtown New Orleans.

The registration fee is \$50 until April 16, \$60 until May 31, and \$70 afterwards. This covers all the general sessions and the eBay U classes for all three days. (There is a different category for developers, see the site.)

The web site that gives much greater details and a link for registration as well as the class schedule is:

<http://www.ebay.com/ebaylive>

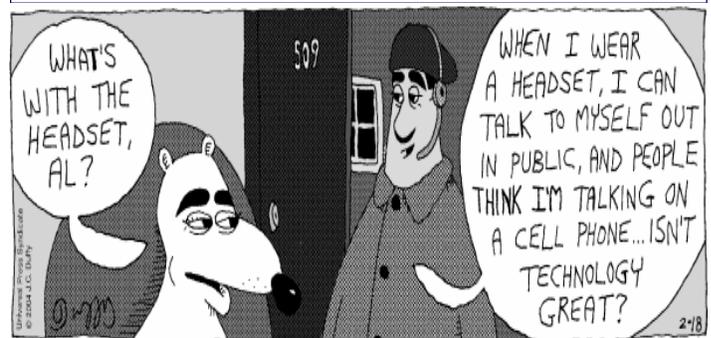
While you're on the eBay site, visit the Community message base and browse around to see what buyers and sellers are talking about. There are also eBay Groups for more specialized interests, such as eBay members from Louisiana (requires free eBay account to view).

*Submitted by Ray Paternostro
President, NOPCC*

spim (Continued from page 2)

- * In the AOL IM program window, select "preferences" on the bottom side. In the Preferences window, elect the "Privacy" category from the list on the left-hand side, and then choose from the options available, such as "Allow only users on my Buddy list."
- * In the Yahoo IM window, under "Login," select "Privacy Settings," and then select "Ignore anyone who is not on my Friends list."
- * In the MSN Messenger window, under "Tools," select "Options," and then click the "Privacy" tab. Click the box by "Only people on my Allow List can see my status and send me messages."

*Contributed by Tom Watkins
NOPCC Member*



Submitted by A. J. Okamoto

Solving Shutdown Problems

*Kim Komando Show, Daily Tip, Tuesday,
February 17, 2004*

Q. My computer will not shut down properly. I get a message that the computer can be safely shut down, but it won't do it automatically. When I reboot and then power down, the automatic shutdown works. I'm using Windows XP. How can I solve this?

A. Shutdown problems can be difficult to diagnose, because the possible causes are myriad. However, let's look at some possible solutions:

Check for a bad sound file. Assuming you have system sounds enabled on your computer, you could have a bad sound file. Click Start>>Control Panel. Double-click Sounds and Audio Devices. Select the Sounds tab.

Under Program Events, scroll down to Windows Logoff and click it. Click the down arrow under sounds and select None. Click Apply>>OK.

Something that starts automatically could be causing a problem. Click Start>>Run. Enter "msconfig" without the quotes and click OK. Click the Startup tab and note any boxes that are not checked. Select the General tab and click Selective Startup. Clear Load Startup Items. Click Apply>>OK.

Use the computer as you normally do. Then try the shutdown. If it shuts down properly, your problem is probably one of the items in the Startup tab. Restore them one-by-one until you identify the culprit. You can probably get by without that item starting automatically.

Are you getting an error message when you try to shut down? If it references a program, that is the one to look for in Startup. Try disabling that one only.

You may have a process running in the background that is causing the problem. Check your processes by clicking Ctrl+Alt+Del. Click Task Manager and the Processes tab. Try ending the processes one-by-one before shutdown. Most of the processes are parts of Windows and should not be causing the problem. Others belong to other programs. If an external process is causing the problem, contact the publisher of the program for

help.

Use Process Explorer to be sure you're identifying everything that is running. Process Explorer is a free program. Get it at: <http://www.sysinternals.com/ntw2k/freeware/procexp.shtml>

Again, if you get an error message, look for program names. If that program is among the processes, end the process.

Sometimes, a bad driver can cause hangs. A driver is a program that tells Windows how to interact with a piece of equipment—for instance, a printer. If you have installed anything recently, check the manufacturer's Web site for an updated driver. If one is there, download and install it.

If no driver is available, try uninstalling the new equipment.

Should that cure the problem, get in touch with the manufacturer.

Did you recently remove a program? If programs are not deleted properly, they can leave behind files that cause problems. Programs should always be deleted through Add/Remove Programs. Click Start>>Control Panel. Double-click Add/Remove programs. Find the program in the list and remove it.

If a file is missing and Windows cannot uninstall the program, reinstall it. Then go to Add/Remove Programs and delete it.

Is this a recent problem? If so, try going back a few days with System Restore. Click Start>>All Programs>>Accessories>>System Tools>>System Restore. Select "Restore my computer to an earlier time" and follow the wizard.

If nothing else works, try the Windows Shutdown & Restart Center.

It has tons of tips at: <http://aumha.org/win4/a/shutdown.htm>

Also, Microsoft has some information on this at:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;308029>

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Kim can be heard locally in Melbourne: WMMB 1240 AM, Saturdays starting at 10am-1pm; in Cocoa: WMMV 1350 AM Sim WMMB), Saturdays starting at 10am-1pm.

De-fragmenting Your Hard Drive

by Edward B. Jahncke, Jr. NOPCC

A few days ago, I realized that my Windows 98se lap-top was slowing down. I checked for viruses, adware and spyware and found none on the machine. I performed a <SCANDISK>, and then began A <DEFRAGMENT> using the application with the Microsoft operating system. Several hours later, the defrag had progressed no further than about 10%. The Windows error screens kept popping up telling me that the data on the hard drive had changed and the process had to be re-started. It was obvious that this wasn't going anywhere. I was tempted to spend some hard earned bucks to obtain an alternate source Defrag application, of which there are several, but before doing that I would investigate further.

On to the Internet.... One of the first sources read that you should stop all applications that might be running in the background as this was a probable source for the error message that kept appearing. So, using the <CTL><ALT> key option to bring up the Windows Task Manager Window, I stopped all applications EXCEPT FOR *Explorer* and *Systray*.

Did not get much further as it seems that I forgot to turn off the screensaver. I then right-clicked on the desktop, selected <PROPERTIES> <SCREENSAVER><NONE>. Even this did not help.

Back to the Internet. Found another suggestion to perform a DISK CLEANUP, prior to initiating the Disk Defragmentation. The reason is that the Defragmenter will have less files to move and the application will process faster. Why move useless data that will later be deleted leaving gaps in the disk. So I Cleaned-up the hard-drive. <START><ALL PROGRAMS><APPLICATIONS><SYSTEM TOOLS><DISK CLEANUP>.

Back to the Internet! This time I found a suggestion that one should run the Microsoft Defrag application from the Safe Mode. Re-starting my laptop, holding down the <F8> key caused the Start Mode Options to appear. I then selected Option 3 <Safe Mode>.

Once in Safe Mode, I started the Microsoft Defrag Program <START><PROGRAMS ALL><APPLICATIONS><SYSTEM

TOOLS><DISK DEFRAGMENTER>. This time the application was able to run to completion. Well, it isn't a true completion as to truly defrag your hard-drive using the Microsoft Disk Defragmenter, you must run the process several times. I had to repeat the defrag process on the C: drive at least seven (7) times to obtain a good defrag. The Windows Defragmenter does not accurately detect whether large hard disk need to be defragmented. If it takes longer takes longer than 5 minutes to defragment your hard drive, run the defragmenter again (and again – if needed).

So here's the drill: If you wish to use the "free" Disk Defragmenter provided with your Microsoft Operating system, run it from the SAFE Mode.

- Start the system in the <SAFE MODE>
- Perform a <DISK CLEANUP>
- Perform a <SCAN DISK>
- Run the DISK DEFRAGMENTER. Perform this operation at several times. You can see when to stop defragmenting by setting the progress screen into the DETAILED mode.

Hope this helps you keep your computer running quickly and smoothly.

Order the Windows Security Update CD

The Windows Security Update CD will be shipped to you free of charge. This CD includes Microsoft critical updates released through October 2003 and information to help you protect your PC. In addition, you will also receive a free antivirus and fire-wall trial software CD.

<http://www.microsoft.com/security/protect/cd/order.asp>

This CD is only available for Windows XP, Windows Me, Windows 2000, Windows 98, and Windows 98 Second Edition (SE). Please allow 2-4 weeks for delivery.

Submitted by Sherrie Henne
Member, NOPCC

GREAT TRUTHS THAT ADULTS HAVE LEARNED

- 1) Raising teenagers is like nailing Jell-O to a tree.
- 2) Wrinkles don't hurt.
- 3) Families are like fudge - mostly sweet, with a few nuts.
- 4) Today's mighty oak is just yesterday's nut that held its ground.

Submitted by Don Herrmann

PROTECTING YOUR COMPUTER

By Richard Rowley NOPCC Member

If your computer (especially a laptop) is lost/stolen you just might get it back if it is found by an honest person (they do exist!) then what we suggest is better than doing nothing.

From your Start Icon... Go to Programs – Accessories - Paint...click the Text symbol...move to the bottom of the screen...create a note (sign) that reads:

**This computer is the property of:
(your name) (your phone number).**

Save as...Owner.bmp in the: My Documents directory.

Go back to your Start Icon...Settings - Control Panel – Display - Background - Browse...(My Documents directory - Owner.bmp)...Click Apply then click OK.

Your message should now be (out of the way) below all of your Program Icons, if not make the adjustments and resave.

*Submitted by Richard Rowley
Member, NOPCC*

SECRET GUIDES STILL AVAILABLE

We continue to get rave reviews for “The Secret Guide to Computers” reference books from users who have bought them. Just about every month, we sell out our supply and must take orders for later delivery. If you are just about ready to get any Secret Guides, let Carl Henderson know, in advance, either at secretary@nopcc.org or 466-3954. He will do his best to have enough copies on hand for you. Still priced at \$15.00 each, it's a great bargain for computer novices and more experienced users alike.

FILE CONVERSION SERVICE

Several months ago, during a Q & A session of a NOPCC membership meeting, interest was expressed in finding some way to convert files between applications. We recently received an e-mail offer for an “instant online conversion” between most word processor, spreadsheet & graphics files, and some data base formats. Converting small sets of files for as little as \$9.00, there is no software to purchase or subscription fees. If you would like to check into this service, contact Carl Henderson (secretary@nopcc.org), and he will forward additional details to you.

ADOBE ACROBAT READER UPDATE

Have you recently tried to download the *MotherBoard*? You may have received a notice, “...Adobe recommends that you upgrade to the newest version of our Acrobat products...”. If so, be aware that you may NOT be able to successfully upgrade because of the operating system you are using. A computer running Windows 98 (Original Edition) or earlier, using Acrobat Reader Version 5.0, should receive the notice. But if, after finding there is a Version **6.0** available, you decide to uninstall your old version and get the newer one, be prepared for a surprise (some people may call this a ‘guided discovery’). After downloading what you expected to be Version 6.0 (50+ minutes on a dial-up connection), you will find that you have the same 5.0 Version you had before all this activity. While Adobe Customer Service is very apologetic about any inconvenience this may have caused you, they are quick to explain that only Windows 98 **Second Edition** or later is capable of running Version 6 of their Reader, and if you are running the original release of Windows 98 you will only be able to download and install Version 5.0. Unless you want to clean up an old version that may have some corrupted portions, consider saving yourself some time.



Sherrie K. Henne
Morgan Design, Inc.
Website Development
www.duellingoaks.com
504.913.5638
shenne@cox.net



McCann Electronics
M. Gerry McCann, President
100 Division St. Metairie, LA 70001
504-837-7272 800-473-7270
Cell 504-905-6064 Fax 834-1014
gmcann@mccann1.com
www.mccann1.com

NOPCC Directory

Elected Officers

President	Ray Paternostro	president@nopc.org	737-9099
Vice President	Ashton C. Mouton, Jr.	vp@nopc.org	246-7759
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Standing Committees

BBS SysOp	Lanny Goldfinch	sysop@nopc.org	482-5066
Newsletter Editor	Edward Jahncke	editor@nopc.org	897-1205
Public Relations	Jeannie Okamoto	pr@nopc.org	455-0977
Publicity	Jackie Elliott	publicity@nopc.org	455-6203
Webmaster	Manuel Dennis III	webmaster@nopc.org	835-7656

Special Interest Groups

Digital Media	Ray Paternostro	dm@nopc.org	737-9099
Genealogy	Bob Gordon	gene-m@nopc.org	469-4686
Internet	Ray Paternostro	internet-m@nopc.org	737-9099
New Users	Don Herrmann	new-user-m@nopc.org	831-1284
VBLG	Manuel Dennis III	vblg-owner@listbot.com	835-7656
Web Development	Ashton C. Mouton, Jr.	web@nopc.org	246-7759
WADSIG	Manuel Dennis III	wadsig-owner@listbot.com	835-7656
Web Lab	Sherrie K. Henne		913-5638

Other Important Numbers / Addresses

Club Hotline	Recorded messages. Meeting Information. Open 24 Hours	887-5746
NOPCC BBS	Bulletin Board System for members. The original way to PC communicate.	486-7249
NOPCC Web Site	On the World Wide Web. Our own home page and club information.	www.nopc.org



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April 2004

SUN	MON	TUE	WED	THU	FRI	SAT
				1 <i>April Fool's Day</i>	2	3 Living with Home Electronics WTIX 890AM 10:00a-11:00a
4 Computer Solutions WSMB 1350AM 11:00a-12:00a	5 VBLG McCann's 6:30p-8:30p	6	7 NOPC General Meeting J.D. Meisler 6:30p-8:30p	8 NOPC Web Lab McCann's 6:30p-8:30p	9 Good Friday	10 Living with Home Electronics WTIX 890AM 10:00a-11:00a
11 Computer Solutions WSMB 1350AM 11:00a-12:00a	12 VBLG McCann's 6:30p-8:30p	13	14 NOPC Bd of Directors McCann's 6:30p-8:30p	15 New User's SIG @ McCann's 6:30p-8:30p Income Tax Due	16	17 Living with Home Electronics WTIX 890AM 10:00a-11:00a
18 Computer Solutions WSMB 1350AM 11:00a-12:00a	19 VBLG McCann's 6:30p-8:30p	20 Genealogy SIG @ McCann's 7:00pm-8:30pm	21	22 Internet SIG @ McCann's 7:00p-9:00p	23	24 Living with Home Electronics WTIX 890AM 10:00a-11:00a
25 Computer Solutions WSMB 1350AM 11:00a-12:00a	26 VBLG McCann's 6:30p-8:30p	27	28 Digital Media SIG @ McCann's 7:00p-9:00p	29	30	

The New Orleans Personal Computer Club (NOPCC) is a private non-profit organization chartered under the State of Louisiana. Its purpose is to provide an open forum for discussion and education of the membership in the use and application of PCs, peripheral equipment and software. The opinions expressed in this newsletter are those of the author (s) and do not necessarily reflect those of the NOPCC, its members or its officers. The club does not verify for accuracy the articles in this newsletter and leaves verification of accuracy to its readers. Articles in this newsletter may be duplicated as long as credit is given to the author (s) and the NOPCC. Annual Dues Schedule: Regular Member, \$40/yr.; Family Membership, \$60/yr.; and Students (under 21), \$20/yr. Meetings are held at 6:30 on the 1st Wednesday of each month at J.D. Meisler Jr. High School on Cleary Avenue in Metairie, Louisiana.

New Orleans Personal Computer Club
P. O. Box 8364
Metairie, Louisiana 70011