

Mother Board

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This Month At NOPC

Home Networking Basics

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Simple Password Practices Keep PC and Online Data Secure

By Gabe Goldberg,
APCUG Advisor and Columnist,
AARP Computers and Technology Website

Password dilemma: We can't live an online life without them, but if they're too numerous to remember, they encourage unsafe practices. What to do?

First, basics. A password is just the key that opens a computer lock. It may gain access to a newspaper's online edition, protect banking records, let you bid on auctions, open a frequent-flyer account, or do anything requiring verified identity.

Some Web sites assign passwords; most allow choosing them. Rules for selecting passwords are easy to find but are often impractical. Don't use easily guessed familiar names or words; use letters and numbers and special characters? OK. Avoid anything related to facts about yourself? Makes sense. Don't share passwords with anyone? Good advice. Change passwords periodically? Oops, it's a memory test

[<http://www.evalu8.org/staticpage?page=review&siteid=8906>]. Use unique passwords everywhere? Hm, that takes a *lot* of passwords. Don't write them down or store them in a computer file? Tilt!

Maintaining passwords is a nuisance. So some people use one password for everything -- a bad idea, since sharing or compromising one access opens them all. Password hierarchies are common: use one password for financial matters, another for commerce, and one for trivialities such as newspaper sites. That avoids revealing your sensitive e-mail/password combination to junk Web sites.

But don't use a common password for all e-commerce sites (amazon.com, buy.com, etc.) since they're occasionally hacked. And treat sites like PayPal as financial rather than e-commerce. And don't just guess which password you used on a site; some sites lock accounts after just a few failed logins.

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Home Network Basics

This month at the New Orleans Personal Computer Club's General Meeting, Tom Ford, Mike York, Edward Jahncke, and Ray Paternostro will team up to present "Home Networking Basics. They will discuss topics as: types of networks; equipment required and available; security issues, both LAN and WAN, configuring the LAN, as well as respond to questions from members present.

Mark your calendars, create an entry in your PDA, update Outlook and join us on Wednesday, July 5, 2006. The monthly meeting of the NOPCC starts at 6:30pm on the first Wednesday of every month. Location of the meeting is the J.D. Meisler school cafeteria at 3700 Cleary Ave. Metairie. Use the entrance through the breezeway on Pharr Street.

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As passwords proliferate, it's common to store them in a computer file. And having too many site-assigned passwords guarantees the need to record them. But please, don't call the file

You can print and save registration pages, but that leads to bulky files, cumbersome to search and requiring updating. Some people use an address book or print lists of sites and accounts, then handwrite passwords. But that still needs updating, and can be lost, destroyed, or found by someone untrustworthy.

If you have multiple email addresses, note which you use on a given site, since that's often the key for logging in or receiving password reminders.

Hackers use special software to attack logins, applying dictionary word lists and other guessing techniques. Passwords are described as "strong" (hard to crack) if they have at least eight characters, include upper/lower case and punctuation characters and at least one digit. So even if you use a memory aid for remembering passwords -- such as words from a poem -- convert them to strong passwords in a way that only you will know.

High-tech devices can add security, but they're usually used only in business settings; they include biometric devices which check fingerprints or eye structure and random logon-key generators.

Software password managers are more practical. These record and secure passwords and then auto-fill online logins. Good ones offer a "don't remember/don't ask" option to avoid recording info about sensitive sites. Encryption is desirable but not mandatory; it should be possible to secure the password manager itself with a master password.

Many managers are free, some are bought, and common software such as Web browsers and e-mail clients often includes it. Google returns many hits related to "password manager" and classy software site Tucows [www.tucows.com] numbers 300 such tools. Before installing one, make sure it supports your software applications, especially if they're non-Microsoft.

Many people don't secure home computers -- but consider cleaners, workers, friends wandering through, perhaps even having permission to use the computer. Suddenly security becomes more appealing. If you handle money online, check banking/financial sites occasionally for unauthorized transactions.

Remember that you may occasionally need access to secure sites while away from your computer. You can copy passwords to a thumbdrive or PDA or simply print them, but remember that they're powerful keys and must be protected. Before traveling, check your passwords so you're not surprised on the road. If you leave your computer running, you can access it remotely via tools such as GoToMyPC.

On business-owned PCs, separate personal from work-related material. Determine whether your office has policies for personal computer use and monitoring of computer activity. Some businesses install keystroke loggers which can capture passwords before they're encrypted. And remember that system administrators can often defeat security measures as part of their job, so you may not want to store sensitive personal material at work.

Work and home PCs both need disaster preparation, so family members or colleagues can access what's needed in an emergency. Work-related passwords and instructions can be stored securely so they're available but can't be secretly used.

For home computers and facilities such as e-mail and finance, remember that many ISPs and companies have privacy policies prohibiting revealing information to family members, even in cases of illness or death. Instructions and important passwords should be stored with essential family records. Note that changing situations may require special care -- for example, a divorce might motivate tight security.

Freecycle Network Offers Never-Ending Garage Sale (And It's All Free!)

By Gabe Goldberg,
*APCUG Advisor and Columnist,
AARP Computers and Technology Website*

"It's not easy being green", sang Kermit the green Muppet frog. But it's getting easier, as people, corporations, non-profit organizations, and government agencies recognize benefits of conserving and recycling resources of all sorts.

There have always been opportunities such as garage sales, flea markets, and thrift shops for casual/local exchanges of goods. Most of us have likely both bought

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and sold: giving new life to things we've enjoyed but no longer need, cashing in gifts we can't quite imagine using, and finding economical goods courtesy of neighbors and charitable organizations.

Before we recently moved

[http://www.aarp.org/learntech/computers/life_online/Articles/a2005-01-05-preserving_tech_moving.html],

my wife and I took the opportunity to get rid of anything we thought was surplus. Fortunately, we beat the year-end crush at places like Salvation Army. But in December I did see 18-wheelers being loaded with goods from people who suddenly remembered the tax deduction for making such donations to charitable organizations. And I wondered how much of the tonnage being hauled would actually be sold and reused.

As in many other areas, the Internet lends new sparkle and efficiency to an old idea: using things until they're completely worn out. It's really true that one person's junk can be another person's treasure. In fact, the worldwide Freecycle(tm) Network [www.freecycle.org] offers goods at the Internet's favorite price (at least for buyers): free! Perhaps best of all, the Network offers in-person one-to-one transfers making it

likely that goodies will go places where they're cherished.

The Web site notes:

The worldwide Freecycle Network is made up of many individual groups across the globe. It's a grassroots movement of people who are giving (and getting) stuff for free in their own towns. Each local group is run by a local volunteer moderator (good people). Membership is free.

The Freecycle Network was started in May 2003 to promote waste reduction in Tucson's downtown and help save desert landscape from being taken over by landfills. The Network provides individuals and non-profits an electronic forum to "recycle" unwanted items.

Freecycling is interesting because, while it could only be done on the Internet, it has a very local focus. That is, while Web sites and discussion mailing lists draw worldwide clientele, physical transfer of free goods is constrained to relatively small areas.

So Freecycle operates as locally oriented mailing lists.

For example, in the Washington, DC region, there's a huge list for the central city (one of the top ten lists with more than 6,000 people), and many suburbs have their own lists with dozens or hundreds of subscribers.

The main Freecycle Web site lists rules and etiquette, which are echoed by welcome messages to new subscribers. It's all simple and reasonable:

Goods offered must be available for pickup in the local area; stick to recycling, avoid politics, spam, and off-topic messages; begin all e-mail subject lines with one of the words OFFER/TAKEN/WANTED/RECEIVED

Rules such as "Keep it free, keep it legal, keep it safe for all ages" prohibit offering or requesting items such as guns, prescription drugs, "adult" material, alcohol, and cigarettes. Pets are OK, though. Only free and physical stuff is allowed; barter/exchanges/sales are barred, as are services offered or wanted.

I'm told that the list is best read in individual messages rather than digests (which collect dozens of messages into one e-mail) since offered items are often snatched up in just a few minutes. A reply in five minutes might be too late!

Messages are transmitted by the Yahoo! Groups Web site [groups.yahoo.com] so list archives can be searched. This allows making sure that no TAKEN or RECEIVED has been sent for the OFFER or WANTED you're about to answer.

Donors can decide which request gets the goods. First-reply-wins is a fine approach, but some decide based on why a person needs something. Businesses can use Freecycle to dispose of goods -- for example computing equipment that's usable but not marketable. A company with 25 monitors might offer them to a Freecycle list -- perhaps specifying minimum pickup of five. So smaller companies, recycling organizations, or community-minded individuals could collect and redistribute them where they're needed.

A very unscientific analysis of about 40 postings divided into 16 OFFERS, 12 TAKENS, 10 WANTEDs, and two RECEIVEDs -- a very respectable success rate for OFFERS and WANTEDs! As of when I'm writing this, more than 2,000 large and small communities have Freecycle groups with more than 700,000 members. And the Web site gives step-by-step instructions for starting one where there is none. Go forth and Freecycle!

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Internet Fraud

by Bob Schneider,
Editor of the PC Keyboard,
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Internet fraud continues to be the fastest growing crime in America (and perhaps the world). The most common technique for fraud today is “phishing.” This means that some nefarious person connives you into providing financial account information. They do it by mailing thousands of spam emails to lists of email addresses they have accumulated. Perhaps one of your friends sent a neat joke to 40 acquaintances, including you (your friend’s email itself is, of course, spam). Someone out there farms email address. They love it when your friend sends out those appeals and jokes—because they know that every email address they capture (including yours) is current and good. They then send a message like the one below (actually received by the author) to those thousands of email addresses. It matters not if you have PayPal or not. Many of the emails will hit someone who does, and they only need a lot of money from a few suckers to make the effort worth while. Of course, they substitute various bank names for PayPal, too.

Dear valued PayPal® member:

It has come to our attention that your PayPal® account information needs to be updated as part of our continuing commitment to protect your account and to reduce the instance of fraud on our website. If you could please take 5-10 minutes out of your online experience and update your personal records you will not run into any future problems with the online service.

However, failure to update your records will result in account suspension. Please update your records.

Once you have updated your account records, your PayPal® session will not be interrupted and will continue as normal. Go to the link below.

http://www.paypal.com/cgi-bin/webscr?cmd=_login-run

Thank You.

PayPal® Security Center .

Accounts Management. As outlined in our User Agreement, PayPal® will periodically send you information about site changes and enhancements.

Visit our Privacy Policy and User Agreement if you have any questions.

http://www.paypal.com/cgi-bin/webscr?cmd=p/gen/ua/policy_privacy-outside

The first link (to “account records”) does not go to PayPal, but goes to www.doctori.biz/pp, a site run by thieves, waiting for you to log in and provide your user name and password for PayPal, or your bank account or other financial service. The login page will look exactly like that of your financial institution. Once you finish “updating” account information, you will be sent to that actual financial site where you can log in and see that everything is in order. The second link (to “Privacy Policy”) is a real link to your financial service. It is another part of their smoke screen. But at three o’clock the next morning, there may be some new account activity. The next day, when you log in, you will likely find that everything is no longer in order.

For your internet and financial safety, never respond to an email asking you to check your account. If you are curious, call your financial institution. Also, you can always log in to your account the usual way (not by clicking on a link you receive in an email) and check anything you wish.

A final note: tell your friends to stop broadcasting your email address to the world, to spammers, pornographers, body part enlargers and thieves. Tell them they can comply with your request if they stop forwarding jokes, requests and other such to you and their other friends. Better yet, send them a copy of this article. They deserve it.

“Suddenly...”

OR “I didn’t do anything!” Part 1

Subtitle: Or — a month’s log of a Sun City Anthem Computer Club “house call” doctor

By Charles W, Davis,

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In working to help Club members and others with their computer problems during the Thursday morning Com-

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puter Talk sessions, or more often when making “house calls,” I often hear strange tales that usually involve acts of some gremlin like creature. However, gremlins are more closely related to mechanical problems in aircraft.

Generally the caller’s comments start with “all of a sudden” or “suddenly” and end with “I didn’t do anything.” I can only surmise that it was probably one of cartoonist Bill Keane’s ghostly imps “Not Me.” “Nobody” or even “Ida Know.”

Some recent examples:

“Suddenly...”

One morning a couple of weeks ago, I received a call and the person on the other end of the phone connection was obviously very upset. She exclaimed: “Suddenly all of my desktop icons are gone! I didn’t do anything! Please help me!”

This situation seemed to be serious. I had never heard of this happening. I didn’t have anything on the calendar for another two hours so I hopped in my 1999 “Sapphire Blue Mica” (marketing division color name of course) Miata for the short drive up the hill to her Tall Mesa Village home. She was right, the icons were indeed missing. A simple right click on the blank desktop, hover over Arrange Icons by: and then click on Show Desktop Icons. This was definitely an act by the “little people.” As I said, I hadn’t heard of this situation before. Therefore, it must have been “Not Me” wishing to get off the hook by whispering in my ear how I might arrive at the solution. Since the club member was in the back room and the house girl had let me in, I quickly left the scene.

The next day the same lady called and said that her “My Computer” Icon was missing from the desktop. Realizing that it wasn’t the normal desktop shortcut icon, I was puzzled. Not thinking things through, I again slid onto the seat in the Miata and shortly arrived on the scene. Sure enough most icons were visible, but the “My Computer” icon was not in its normal position. It wasn’t immediately visible. I later noticed the top edge of the icon protruding just above the task bar. Once again, I moved the pointer to a blank spot on the desktop, a right click on the mouse and chose Arrange Icons by and chose Name. The My Desktop icon again assumed its prominence at the upper left. She said that she didn’t drag and drop it down there. As I picked up a \$20 donation to the Club, I assumed that it must have been “Nobody” and left for home.

“Suddenly...”

Monday morning is usually the time for the phone calls

to begin. On a recent Monday, the caller sheepishly states that “suddenly I can’t access the Internet.” I recognized that the person speaking to me is the same one whose 18 year old granddaughter had placed hundreds of malware programs on his laptop two weeks before. At that time I had suggested a router/firewall so that she could plug her laptop directly to the router with Internet access. He had immediately gone out and purchased and installed one. Oh yes, the granddaughter had been there over the weekend and had brought her own laptop computer.

The blue Miata once again headed up the hill (from our home in the Valley View Village all destinations seem to be “up the hill.”) to their home in Arroyo Vista Village. In just a few minutes, I found that the dear child didn’t plug the cable into the router as instructed, but had used grandpa’s computer. Since she was an AOL user, she attempted to change Gramps’ Accounts from Cox Cable to AOL dialup and failed. It would have been so easy for her to have just gone to AOL using Internet Explorer. She left for school Sunday evening and didn’t mention a thing to Gramps. That way, she didn’t have to tell on either “Ida Know” or “Not Me.” I picked up the \$20 donation to the club and was soon on my way.

An admonition: Set up a Guest Account without Administrative rights. Place a User name and password on the Administrative (your’s) account.

“All of a Sudden...”

“All of a sudden” turns up many times a month and in some unusual situations. Last week, I received a call from a member that was using Microsoft Office Outlook. It seems that she had been entering information into a new contact when “all of a sudden” she couldn’t enter information. She explained that she had been using Outlook and contacts for years and had never had this problem. Since this didn’t seem (to me) that this required immediate attention, I arranged an appointment for the next morning. My Miata and I arrived at her Golf Mesa Village home just as the Grandfather clock guarding the entry was announcing that it was 10:00. Grandfather clocks that I am aware of don’t announce “a.m.” or “p.m.”

She met me at the door and we proceeded to the office and she took her place in front of her computer to show me what was happening. She began keying in the house number, using the numeric key pad and just as she had said, nothing worked as expected. I immediately saw why this had happened so “suddenly.” Apparently “Nobody” had pressed the Num Lock key thereby turning it off. So as she would enter a house number, things

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went wild as the 2,4, 6, and 8 keys acted as direction keys, 7 & 9 were Home and Page Up respectively and 1 & 3 were End and Page down. I asked her to press the Num Lock key and “all of a sudden” the problem was resolved. I collected the \$20 donation check to the club and was homeward bound — downhill of course.

“Suddenly...”

On another Monday, I received a call from a member stating that she had recently upgraded to MS Office 2003 and a short time later, suddenly she could no longer access MS Publisher files. This was the result of someone else messing with functions that they should have stayed away from. Support teams at Norton will vow “Not me.” But when the lady was directed to an article titled “How to use Office programs with the Norton Anti-Virus Office plug-in” she was able to resolve the problem as I watched. This article can help you extricate yourself and may be found at: <http://support.microsoft.com/kb/329820/en-us>

It is maddening to think that one, nay thousands upon thousands, must jump through hoops because a bunch of programmers at Symantec (Norton) can’t get it right.

I have never understood their automatic plug-in installation. At least they should tell the user, including a list of possible problems and their resolution, and let them make a decision as to whether to install the plug in. Who needs viruses when “reputable” software manufacturers can do things like this to you?

A long time ago, in computer time, but actually just over a year ago, I stopped paying the extortion money for antivirus software and have used the free AVG antivirus, which is available from <http://free.grisoft.com/doc/1>

“Suddenly...”

“Suddenly” you can’t open Word or most other Microsoft Office products. This happened because you owned a Hewlett Packard multi-function printer with a flash memory card reader. It seems that a security update messed with the logic for these systems and caused much havoc around the world. A follow-on update was released to affected computers during the 4th week in April. If you are still having the problem, go to Start then Windows Update, download and install all Critical updates. It seems that “Ida Know” visited Microsoft’s Redmond campus...

Suddenly...”

Last week, one of your neighbors in the Valley View Village went to his neighbors stating that his phone went “dead.” On investigation, it was learned that he had ordered and installed a new Voice over Internet Protocol

(VoIP) phone system. Some of the equipment had arrived, but due to a transposition of digits when entering the credit card number, the important “Silver” box did not get shipped. “Ida Know” didn’t know how the mix up occurred. “Who Knows” stated that the customer probably discarded the silver box with the packaging. However, the land line telephone provider had been notified to discontinue the service. “Dead line!”

An admonition: Always check the contents of packages to make certain that all components are included before installing anything!

The Federal Communications Commission has a web site that explains most aspects of VoIP:
<http://www.fcc.gov/voip/>

Not so “Suddenly...”

This particular call arrived on a Tuesday, so I was surprised to hear: “Suddenly I can send e-mail but I can’t receive any messages. Everything times out. I’ve called Cox Communications and since I use Office Outlook 2003, they weren’t much help.” This phone call came in at a time that Vickie was out and wouldn’t return for a while, so I slid behind the wheel of the Miata and headed for Ridgecrest Village to see what had happened so “suddenly.”

It took several minutes of attempting to send messages to the owner’s e-mail address. Sure enough the message would be sent, but no incoming messages. After some time it would all time out. The first inbound message would never arrive. I found that there was no Internet access using Internet Explorer. I installed Firefox from my USB Flash memory and was then able to access the internet. At this time clues began to appear one-by-one.

Norton Internet Security was warning of Firefox accessing the Internet — twice!

ZoneAlarm was warning of Firefox accessing the Internet!

Oops! Only one program firewall at a time is allowed. Since the member’s Norton subscription was about to expire, I downloaded AVG antivirus to his desktop (free at <http://free.grisoft.com>), shut off the cable modem, went to uninstall Norton SystemWorks and discovered two versions. I uninstalled both. When I attempted to install AVG antivirus, the program indicated that the version of the Roxio CD creator contained code that was incompatible with AVG, and it provided a link for an update. I installed the update and then successfully installed the AVG antivirus. Then I turned on the cable modem and downloaded updates. I was grateful to the

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CLUB SUPPORTERS

AVG programmers to make that test and inform the user. Suddenly, I decided that I like the AVG antivirus program and its creators even more than in the past.

Now I felt that I could address the original problem. I opened Office Outlook, and it proceeded to download a monstrous movie clip — 9.87MB! It was able to complete

the download due to the fact that Norton wasn't scanning inbound e-mail messages.

“Suddenly” wasn't really all that sudden. The second and third firewall programs were installed over a period of time, but the problem didn't manifest itself until the arrival of the large file. As an aside, it was a clip from a newscast relating the story of an autistic youth that had been the go-fer for a high school basketball team. On the last game of his senior year, the coach (dad) suited him up put him in to play. I believe that I saw through the tears that welled up in my eyes over 21 points racked up — all three pointers. I'm not a sports fan, but am a fan of the underdog! \$20 more for the Club's treasury.

This article was originally published in Bits, PCs & Macs. Bits PCs & Macs is the newsletter of the Sun City Anthem Computer Club. All copies are available online at: <http://www.myscacc.org/newsletters.htm>

THE SECRET GUIDE TO COMPUTERS

The Secret Guide is available at every New Orleans Personal Computer Club General Meeting. The latest printing is available for only \$15.00. Or contact Tom Ford either at: secretary@nopc.org or (985) 643-3172.



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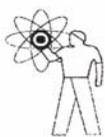
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July 2006

SUN	MON	TUE	WED	THU	FRI	SAT
						1 Living with Home Electronics WIST 690AM 10a-11a
2	3 Computer Programming 6:30p-8:30p	4	5 NOPCC General Meeting J.D. Meisler School 6:30p-8:30p	6	7	8 Living with Home Electronics WIST 690AM 10a-11a
9	10 Computer Programming 6:30p-8:30p	11	12 NOPCC BOD @ McCann's 6:30p-8:30p	13 New User Sig Old Metairie Library 2350 Metairie Road 6:30p-8:30p	14	15 Living with Home Electronics WIST 690AM 10a-11a
16	17 Computer Programming 6:30p-8:30p	18 Genealogy SIG 7:00 pm Call 887.5746 for meeting location.	19	20	21	22 Living with Home Electronics WIST 690AM 10a-11a
23	24 Computer Programming 6:30p-8:30p	25	26	27	28	29 Living with Home Electronics WIST 690AM 10a-11a
30	31 Computer Programming 6:30p-8:30p					

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.;

NOPCC Directory

Elected Officers

President	Ashton C. Mouton, Jr.	president@nopc.org	246-7759
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Director At Large	Mary Prinz	director2@nopc.org	455-1412
Director At Large	Mike York	director3@nopc.org	

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Special Interest Groups

Computer Programming	Elliot Mike York	mike@gnonug.org	738-5997
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Genealogy	Vincent Haupt	hauptv@aol.com	985-785-6288
Internet	Ray Paternostro	internet-m@nopc.org	737-9099
New Users	Tom Ford	new-user@nopc.org	985-643-3172
Web Lab	Edward Jahncke	editor@nopc.org	897-1205

Other Important Numbers / Addresses

Club Hotline	Recorded messages. Meeting Information. Open 24 Hours	887-5746
NOPCC Web Site	On the World Wide Web. Our own home page and club information.	www.nopc.org