

Mother Board

Volume 25, Issue 4

April 4, 2007

This Month At NOPC

Spring Clean your Computer

Inside this issue:

Build Effective Object-Oriented Apps in NET 3.0	2
Congratulations!! July Meeting Info Donating to the NOPCC	2-3
Carjacki Warning! Vishing –Article pg 9 April Door Prize Get Your Fill of “Cute” Cell Phone Tips	3
Upgrading to an LCD Monitor	3-5
Vista Vexes	5-6
USB Recognition	6-7
Club Pictures	7
Advertisements	7
Calendar of Events NOPCC Directory	8
Last Minute Lagnaipe	9-10

Where are You?

Katrina has caused many changes for our community and our club. The club Treasurer, Don Herrmann, does not have current contact information of many current and past members. The member database needs updating.

Even if you believe that your contact information is current, it would help Don if every member sent him their information. Please send him:

1. Name (First, M.I., Last, Suffix)
2. Address, City, State, ZIP code
3. Telephone Numbers
 - A. Home
 - B. Work
4. eMail address

Indicate your preferred method of contact.

Send this information to : treasurer@nopc.org

or mail it to:

NOPCC,
P.O.Box 8364,
Metairie, LA 70011.

If you know of any other members that have moved and you know how to contact them, please pass that information along also.

Spring Cleaning Your Computer

It is that time of the year. The birds are chirping, the flowers are blooming, the Voo-Doo are playing (and winning). What a great time of the year to do some “spring cleaning” on your computers.

At our April 4th meeting, several members of the NOPCC will show you how to clean up the inside and outside of your computer along with steps you can take to speed up your system and reduce the clutter on your machine.

Mark your calendars, create an entry in your Palm Treo 700wx, update Outlook and join us on Wednesday, April 4, 2007. The monthly meeting of the NOPC club 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. For more information please visit our club’s web site at <http://www.nopc.org>.

Build Effective Object-Oriented Apps in .NET 3.0

NOPCC's Computer Programming SIG, aka Greater New Orleans .Net User Group, GNONUG, will be hosting Rocky Lhotka at the April 23, 2007 meeting to be held at the Louisiana Technology Council Assembly Room at 1215 Prytania from 6:30pm till 9:00pm.

Learn how to design Windows, Web and Web Service-based applications that have a reusable business layer composed of objects. Applications with a formal business layer provide high levels of reuse, scalability, long-term maintainability, and other benefits. Rocky will show how you can apply WCF, WF, WPF, System.Transactions, generics and data binding when building distributed applications on .NET.

Rockford Lhotka is the author of several books, including the Expert VB 2005 Business Objects and Expert C# 2005 Business Objects books. He is a Microsoft Regional Director, MVP and INETA speaker. He contributes to several major magazines and regularly presents at major conferences around the world - including Microsoft PDC, Tech Ed, VS Live! and VS Connections. Rockford is the Principal Technology Evangelist for Magenic Technologies (www.magenic.com), a company focused on delivering business value through applied technology and one of the nation's premiere Microsoft Gold Certified Partners. For more information on Rockford go to www.lhotka.net.

The doors will open at 6:30pm for pizza and soft drinks. The presentation will start at 7:00pm followed by Q&A. Then door prizes to round out the night.

If you plan to attend, please pre-register to give the Louisiana Technology Council an idea of how much pizza and soft drinks to have available. The link to register on the Louisiana Technology Council's web-site is:

<http://www.ltc-la.org/en/cev/?42>

For additional event information visit <http://groups.yahoo.com/group/vblg> or call Mike York 504.289.4046.

Congratulations!

The topic for the March, 2007 General Membership Meeting was "*Your Favorite Computer Hardware*". Amilynn Clesi (*Picture on Page 6*) won for her presentation about her Photosmart 325 printer. Runner ups were Fred Ingraham and Mike York. A good job by all!!

NOPCC July General Meeting

Mark your calendars for our July meeting. The first Wednesday is July 4th therefore we will be holding our July meeting on a different day, time and at a new location. Our July meeting will be on **Saturday morning, July 7th** at the **Jefferson Parish Library East Bank Regional** location. The meeting will start at **9:30AM**. The address is **4747 W. Napoleon Ave., Metairie, LA 70001**. More details will be coming.

Donating to the NOPCC

Did you know that the New Orleans Personal Computer Club (NOPCC) is a 501(c)(3) organization? This means that it is a non-profit organization and donations to the club are tax deductible.

There is a need in the Greater New Orleans area for working computer equipment and software to help in rebuilding after Katrina. The NOPCC has been trying to assist in this rebuilding by identifying sources for suitable equipment and locations in need of this equipment.

If you know of any individuals, or companies that have equipment to be donated, we need to know about them.

If you know of any Community Rebuilding efforts that need this equipment, let us know.

Some of the Community Rebuilding efforts identified so far include local schools, Battered Women's Clinics, and Social Rehabilitation programs. Each site has specific needs and levels of acceptance.

To facilitate this program within the NOPCC, the Editor of the *Motherboard*, Edward Jahncke has been asked to act as coordinator. He can best be contacted via his eMail address: editor@nopcc.org. If you prefer not to use eMail, he can be reached at 985-892-4797.

If you know of a source for equipment, or an organization in need, please let Edward know the Name of the Company/Need; Address; Telephone number; eMail address; Contact Person, and anything you know about the equipment.

Please **DO NOT BRING** equipment to the NOPCC General Meeting. The club has limited storage space. Let the program coordinator know what you are offering, and he will match it with a suitable recipient before accepting the equipment.

The more places that can be identified as needing this equipment, the quicker we can get it to them.

Donating this equipment through the NOPCC, helps your club by getting its name out into the community. Just as

(Continued on page 3)

(Continued from page 2)

the club helps you with your computer problems, it will help the community with theirs. By showing its community involvement, others may wish to join to further the NOPCC programs.

BEWARE OF PAPER ON THE BACK GLASS OF YOUR VEHICLE - NEW WAY TO DO A CAR JACKING

Editor: I have not checked the validity of this article, but considering the current state of affairs, it doesn't hurt to consider the implications.

You walk across the parking lot, unlock your car and get inside. You start the engine and shift into Reverse. When you look into the rearview mirror to back out of your parking space, you notice a piece of paper stuck to the middle of the rear window.

So, you shift into Park, unlock your doors, and jump out of your car to remove that paper (or whatever it is) that is obstructing your view.

When you reach the back of your car, that is when the car jacker appears out of nowhere, jumps into your car and takes off. They practically mow you down as they speed off in your car.

And guess what, ladies? I bet your purse is still in the car. So now the carjacker has your car, your home address, your money, and your keys. Your home and your whole identity is now compromised!

Received from a Real Estate office in its advice to Realtors.

Vishing

Editor: While we are on a precautionary note, be aware of another scam.

“Vishing” is the new phishing. Using telephone calls to obtain personal information. For additional information click on the following link:

www.consumer.gov/idtheft/con_about.htm

*Submitted by Carl Henderson,
Member, NOPCC*

April Door Prize

The Door Prize for the April General Meeting will be a KingWin External Hard Drive Enclosure, suitable for use with a 3.5” SATA hard-drive, with USB interface. SATA is the latest hard-drive design, which provides faster bus speeds. Note: this is an exterior enclosure only and does NOT include the hard-drive.

Get Your Fill Of Cute

For those of us who crave an “awww!” moment every now and again, The Daily Puppy is the answer. Each day, the site posts a picture of a different puppy, complete with a back story—all you need to get your daily dose of cute-and-cuddly. [Get Your Fill Of Cute](#)

*Smart Computing Daily Fun Site
Subscribe to Smart Computing for more of these tips.*

Cell Phone Tips

*Four Things You Never Knew
Your Cell Phone Could Do.*

Editor: These ideas have not been verified, but I don't see where they could do any damage, and might even do some good.

There are a few things that can be done in times of emergency. Your mobile phone can actually be a life saver or an emergency tool for survival.

FIRST - Emergency

The Emergency Number worldwide for cellular is 112. If you find yourself out of your network or coverage area and there is an emergency, dial 112.

Your cell will search any existing network to establish the emergency number for you!

SECOND - Locked your keys in the car?

Does your car have remote keyless entry? Your cell phone may come in handy! If you lock your keys in the car and the spare keys are at home, call someone at home on their cell phone. Hold your cell phone about a foot from your car door and have the person at your home press the unlock button, holding it near the cell phone on their end. Your car will unlock!

THIRD - Hidden Battery Power

To activate hidden battery power, press the keys *3370#. Your cell will restart with the reserve power and will show a 50% increase in battery. The reserve will recharge the next time you charge your cell.

And FINALL—411 information calls

Cell phone companies charge \$1.00 or more for 411 information calls. When you need to use the 411 information option, simply dial: (800) FREE 411, or (800) 373-3411 without incurring any charges at all. Program this into your cell phone now!

Anonymous Source

Upgrading to an LCD Monitor

by Herb Goldstein,
Software Evaluation Chairman and Reviews Editor,
Sarasota PCUG, Florida

www.spcug.org
[reviewseditor\(at\)spcug.org](mailto:reviewseditor(at)spcug.org)

Actually, I was happy with my high quality CRT (cathode ray tube) monitor. It was with considerable reluctance that I recently decided to get with the modern era and upgrade to an LCD. It has been quite a learning experience. Looking back, I realize that there are a number of very important practical considerations of which I was unaware in making the change and in

(Continued on page 4)

(Continued from page 3)

making a choice. Perhaps I can pass along a summary of them along with some insight gained by hands-on experience to make the experience a little easier for you than it was for me. You need to do your homework both before and during your investigation. Here are some of the most important things you should know.

An LCD monitor offers considerable advantages in upgrading from a CRT. It is infinitely lighter and takes up much less desk space than a CRT. It uses the smallest fraction of electricity by comparison and is devoid of radiation concerns. When properly installed, its display may prove brighter, sharper and provide superb color.

SIZE: In any size range, an LCD will display more viewable screen than a similarly sized CRT. I decided on a 19 incher, the size of my CRT that I was happy with. Seventeen may work for you if that's what pleased you on your CRT. Over 19 for average use is both too much screen and excessive cost for most people.

ORIENTATION: Most prefer a normal tall screen (portrait view) for average usage. Wide (landscape) screens are available at greater cost in the same size range and are not recommended unless you have special need for that display. Some makes offer a swivel screen that you can change from tall to wide and back again instantly. You will pay considerably more for this feature when it is available.

COST: Has been decreasing from a few thousand some short years ago to a few hundred today. A quality 17 inch LCD can be found today for under \$200, and a 19 incher for less than \$300. If you have a watchful eye, special sales are common and offer substantial saving.

BRAND: There is a very significant display quality to be gained in better models of better brands. The most common best quality brands usually topping the review lists in computer publications are LG, NEC, Viewsonic, Dell and Samsung. Different models in the same brand provide different features. Check them out carefully on their respective websites and "Google" for reviews. You need to do your homework both before and during your shopping experiences if you want the best for your buck.

WARRANTY: Better brands provide a 3 year replacement on defective monitors. Don't settle for a one year warranty!

VIEWING ANGLE: Unlike a CRT, an LCD's view falls off sharply at the sides when you are not positioned in front of your monitor. In practical usage, this should not

be at all a problem. Your view will be just fine when you are normally seated at your screen, with more than sufficient leeway from the norm.

RESPONSE TIME: Usually indicated in the advertising of better models. A faster response time is better--it indicates how quickly the screen can refresh a video image. If an LCD's response time is too slow, the display's pixels won't be able to keep up with the information sent from the computer's graphics card, and you may see ghosting and digital noise as a result. 8ms or better response time is common on quality LCD's and is preferred! The lower the response time, the less of a blurring effect is possible on the screen.

ANALOG VS. DIGITAL: Video cards can provide outlets for two different monitor display types, analog and digital. CRT monitors are cabled to your video card with an analog (15 pin) cable. LCD's usually provide the same cable and connection but will provide a significantly better display when attached via a digital (VDI-D) to a digital port on your video card. Better LCD's provide both digital and analog connections. So do better video cards. If your card doesn't have a digital port, you can either replace the card with one that does, or you can add an additional card. Easy to do. Just plug it into a PCI slot and your computer will recognize it. You are really better off in many ways with a better card.

If need be, you can run your LCD with the same analog connection as you used for your CRT previously, but a digital connection will give you better results.

NATIVE RESOLUTION: LCD monitors will provide their best display when run at their "native resolution" which varies with the size of the monitor. For a 19 incher, the native resolution is 1280x1024. The resolution of a display can be changed easily by right-clicking on an empty area of your desktop and selecting "properties," and "settings." The same can be accomplished through your Control Panel in your Start Menu. Normally the correct choice will be made automatically by the installation software that accompanies your new monitor.

When you change your most common CRT setting of 1080x760 to 1280x1024, everything, including all your icons and fonts, will suddenly appear much smaller. Your LCD display however will become infinitely sharper. If you find it strange to your eyes, you can easily change your display properties to provide larger fonts. Additionally, many programs like word processors permit you to change your text to any size you wish while

(Continued on page 5)

(Continued from page 4)

maintaining its quality, regardless of screen resolution.

Running at native resolution (your choice to do or not, but very highly recommended) will make your screen display smaller but you will be able to accommodate more viewed area on a page. It may be strange somewhat to your eyes at first, but the greatly increased sharpness and over-all quality of your LCD display will more than make up for it, especially if you are using digital rather than analog display.

AUTO-DISPLAY: Most quality LCD monitors will automatically install at their best display settings when you plug them in. However, they will also provide easy to adjust menu settings for most of their values that permit you to easily adjust the display to what is most pleasing to your eyes. The most common adjustment people make is for brightness. Most LCD monitors tend to be too bright unless adjusted. LCD screen illumination is entirely different and better than that from a CRT.

RUNNING MULTIPLE MONITORS: What's to do with your CRT now that you have your new LCD? One of your choices may be to keep it and run two monitors side-by-side. If you are using Windows XP and you have two ports on your video card (or two video cards), it's easy to do with a few simple settings in your display properties menu. You will then be able to run two different programs at the same time and easily drag items from one monitor screen to the other. Your cursor will readily mouse from one monitor to the other alongside. It can double your productivity and allow you to see and do things you did not know were possible.

Over all, upgrading to an LCD monitor will greatly enhance your computer experience and enjoyment. It's way more than worth any effort or expense involved.

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VistaVexes The Windows Vista Pains'n'Gains Page

By Jan Fagerholm,
Assistant Editor, PC Community, Hayward, California
<http://www.pcc.org>
[jan-f\(at\)pacbell.net](mailto:jan-f(at)pacbell.net)

By the time you read this, Vista will be retail. While the final version was released mid- November last year, it's not scheduled to show up as a boxed retail product until

January 31st.

Vista has many new features, and not just the interface (GUI). Microsoft's new restrictions on kernel access creates problems for many applications. While this was done to reduce security vulnerabilities, it produces incompatibilities in many common applications. Here's a few I've had trouble with:

- * McAfee Internet Security Suite
- * McAfee VirusScan Enterprise
- * Norton Internet Security Suite
- * Symantec AntiVirus Enterprise
- * Cyberlink PowerDVD 7
- * ABBYY FineReader 8.0
- * Microsoft Visual Studio 2005
- * Google Earth (any version)
- * Partition Magic 8
- * PerfectDisk 8
- * Roxio Easy Media Creator Suite 9

And many more lesser known programs. Anything that uses kernel space is going to have a problem. McAfee has been particularly vociferous about Windows insecurity and is having a semi-public fight with Microsoft right now to try and get information from Microsoft about kernel space in Vista, which Microsoft is reluctant to release for security reasons. Both Symantec and McAfee have beta versions of potential Vista-compatible products available. You decide if you want to trust your antivirus protection to a beta. . .

There are alternatives, though. Several smaller companies in that market have released Vista compatible versions of their products. I've had success with AVG and Avast! on Vista, and am using these. Windows Defender works OK for anti-spyware and anti-phishing, though the default notification settings are intrusive, and it requires too much micro management to get the in-your-face warnings down to a reasonable level. The excellent Ad-Aware SE Pro work fine on Vista, and I'm presently using that.

Many of the applications I've had trouble with are utilities: backup programs, disk partitioners, and the like. This is to be expected, as utilities generally run much closer to the metal, so to speak, and are more sensitive to the architectural changes in Vista. I'm looking for updates or replacements for about a dozen utilities I use for system-level maintenance and recovery. Anything that is written to a particular version of the Microsoft Foundation Class (MFC) seems to have a problem. If you've ever had anything that complains about MFC422.DLL,

(Continued on page 6)

(Continued from page 5)

you know what I'm referring to.

Vista uses DirectX 9 to get the Aero interface, so any application that uses DirectX will turn off Aero with a brief black screen then revert to the Windows Vista Basic theme (no transparency) before continuing. When you quit the application, it goes black screen again, then restores the Aero interface. This might not be so objectionable, if it were only games that did this, but virtually every video player (including Windows Media Player 11) does this with codecs that use DirectX to display video.

Even some non-multimedia applications do this. I like to have Visual Thesaurus 3.0 running while I'm writing. It uses DirectX to produce a graphical display of word relationships, so of course it shuts off Aero while it's running. This demonstrates what continues to be a flaw in the Windows architecture; it is still not multi-threaded, so there are many resources it cannot share.

This all sounds doom and gloom, but at least there are some nice enhancements to compensate. I'm particularly fond of the new taskbar clock, which has the ability to show three time zones simultaneously. Bring up the taskbar clock and click on the "Change date and times settings" link. There is a "Additional Clocks" tab, where you may choose one or two additional clocks and set the desired time zones. Then, when you display the clock, it

will show the system time and the additional time zones that you specified. The Tool Tip also displays the additional times when you move the mouse cursor over the clock. (See below.) Also, the taskbar clock come up with a single click now, as it does in Linux.

Vista is still a bit raw. Looking at vendors Web sites, they are not rushing into Vista versions of their software, particularly device drivers for hardware. Vista will be pain along with gain for the next few months.

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USB Recognition

In order for a USB port to accurately identify a newly attached device, the operating system must already possess the correct driver software for the device. That is, Windows has to be able to "see" what you're connecting before you connect it. While WinXP already has driver support for most USB device types, older versions of Windows (for example, Windows 98) typically require you to install drivers before attaching the USB device. If you're operating an older version of Windows, follow the device's installation instructions and install any drivers needed for the USB device before attaching it. Once the drivers are installed, you may need to reboot the PC. Try attaching the USB device. Windows should now see it properly. If you're working with a newer WinXP com-

(Continued on page 7)



Amilyn ?????
March Meeting
Presentation Winner



New & Intermediate Users SIG March, 2007

CLUB SUPPORTERS

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 Mary Prinz either at: secretary@nopc.org or (504) 455-1412.

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(Continued from page 6)

puter, you probably do not need to install any software in advance, but always double-check the device's installation instructions and try some troubleshooting. Try the device on a different PC if possible to verify that the de-

vice itself is working. Reboot your PC and try the USB device again—perhaps on a different USB port.

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April 2007

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

NOPCC Directory

Elected Officers

President	Tom Ford	president@nopc.org	985-643-3172
Vice President	Ray Paternostro	vp@nopc.org	737-9099
Secretary	Mary Prinz	secretary@nopc.org	455-1412
Treasurer	Don Herrmann	treasurer@nopc.org	831-1284
Director At Large	Mike York	director1@nopc.org	738-5997
Director At Large	Scott Minvielle	director2@nopc.org	
Director At Large	Jeanne Okamoto	director3@nopc.org	455-0977

Standing Committees

Newsletter Editor	Edward Jahncke	editor@nopc.org	985-892-4797
Public Relations	Jeanne Okamoto	pr@nopc.org	455-0977
Publicity	Jeanne Okamoto	pr@nopc.org	455-0977
Webmaster	Sherrie Henne	webmaster@nopc.org	504-913-5638

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Computer Programming	Elliot Mike York	mike@gnonug.org	738-5997
Digital Media	Ray Paternostro	dm@nopc.org	737-9099
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	985-892-4797

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

Last Minute Lagniappe

Computer and Electronics Recycling

by

Ray Paternostro Jr

Thought the members would like to know that The Green Project, located at 2831 Marais Street in New Orleans, is accepting most types of consumer electronics for recycling thanks to a grant from the EPA. This naturally includes computers and most peripherals. While there are very few restrictions on what items they take, members are encouraged to donate working computers in usable condition to other charities. For more information, email info@thegreenproject.org.

Please keep in mind that once computers are donated (anywhere), they are gone for good, so be sure to wipe any personal data off the hard drives.

Editor: Computers, monitors and related equipment contain metals that are not environmental friendly, and therefore should not be sent to a "normal" trash/garbage land-fill. The Green Project, working with the EPA, is able to environmentally friendly dispose of NON-WORKING or OBSOLETE equipment.

If your computer equipment is in USABLE CONDITION, contact your club (NOPCC) which is developing a list of community groups in need of older, but usable computers.

CMOS batteries for sale

by

Ray Paternostro, Jr.

As mentioned at the March membership meeting, NOPC will start carrying computer CMOS batteries as sale items. This is the clock backup battery that is in most computers being sold today and for about the past ten years. The part number has 2032 in the name and is shaped like a coin. The usual operating life is about 3-4 years but I've seen some that last beyond that. The price will be the same as our 50/50 tickets: \$1 each, or six for \$5. This is a handy item to keep as a spare, especially for those who support family and friends' computers.

Besides being used to power the clock circuitry on computer motherboards, it is also used in many wrist-watches and motor vehicle key fobs. (If you would like to obtain one for either of these applications, please make sure that this is the correct battery; there are several types. The club is only carrying the 2032 battery because it is the dominate battery used on the motherboards of modern computers. Also keep in mind that most laptops will use something different so only get this for your notebook if you know that it can use it.)

'Vishing' is the new 'phishing': Don't get hooked

Better business bureaus frequently warn that scam artists are the first to take advantage of new technology. The latest example of scammer ingenuity is the use of voice-over Internet protocol phones to steal financial information. This new scam is called "vishing" – short for "voice phishing".

It can work one of two ways. In the online version, the con artist sends an e-mail, disguised to appear as though it's from a financial institution, online payment service or other well-known business. The e-mail may sport a trusted logo, typically reports a "security" problem with the recipient's account and urges the victim to call a telephone number to "straighten things out".

The recipient, who knows better than to click on imbedded hyperlinks in strange e-mails for fear of being “phished”, feels safer calling a telephone number. The area code might be a local one they easily recognize or appear to be toll-free. When the victim calls, they reach an automated attendant prompting them to enter their account number, password or other private information for “security verification” purposes.

Some “vishers” use automated dialing programs to “cold call” victims. The caller ID device may list a legitimate-looking local phone number to inspire trust. A prerecorded message (or sometimes a live “employee”) claims the victim’s account has been compromised or needs updating or verification. The victim is asked to enter their account information, which is digitally transcribed onto the hard drive of the scammer’s computer.

The BBB offers these tips to protect against “vishing” scams:

- ❑ Typical “vishing” e-mails imply urgency, ask you to verify account information and may contain misspellings.
- ❑ If you receive a “vishing” phone call, hang up. Call your bank, using the phone number on the back of your debit or credit card, and report the matter.
- ❑ Banks do not use prerecorded messages to handle security issues. If they telephone you to report suspicious use of your card, they do not need to request identifying information because they already have it on record.
- ❑ Do not automatically trust a phone number based on its area code. Con artists can hack into caller ID systems, and voice-over Internet protocol users can assign any area code to a phone number.

If you think you have been a victim of “vishing” visit the Federal Trade Commission’s identity theft web site at www.consumer.gov/idtheft/con_about.htm.

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