This Month

Control of Digital Medical Records by Dr. Lynn Witherspoon, M.D.

Inside this issue:

Diagnosing RAM Errors in Vista

Written by Vinny La Bash,
a member of the Sarasota Personal Computer Users Group, Inc., FL
www.spcug.org
vlabash (at) Comcast.net

There is nothing useful that can happen in your PC without RAM. That's why it's essential to have high quality, reliable memory chips installed on your equipment. Defective RAM shows up as application errors, messages that your operating system is not quite right, and stop errors which bring your system down hard and unexpectedly.

Testing you machine's RAM with Vista's Windows Memory Diagnostic will either find your problem or assure you that your RAM is in tip-top condition.

With your system up and running, close all applications before launching the diagnostic tool to prevent data loss. Click on the Start orb, select Control Panel, and click the System and Maintenance icon. Select Administrative Tools, and from the right pane click on the Memory Diagnostics Tool icon. An alternate way of starting the tool is to click on the Start orb, type Memory in the Start Search text box, and then click the Memory Diagnostics Tool icon. When the dialog box appears left click on the portion that starts with Restart now. The dialog box will close and your computer will restart. Eventually the Windows Memory Diagnostic Tool's dialog box will appear and the test will begin automatically.

This Month at the NOPCC
Control of Digital Medical Records
Dr. Lynn Witherspoon, M.D., Hd. of Medical IT at Ochsner Hospital
and Freddie Ruddy, Nurse Specialist in IT at Ochsner Hospital
Location: Harahan Senior Center
100 Elodie St., Harahan, LA 70123
General Q&A from the audience: 6:15 p.m.
Mini Presentation – Tax Software, TurboTax vs. TaxCut: 6:40 p.m.
Main Presentation: 7:00 to 8:00 p.m

Safety, Speed, Privacy, and Cost of Medical Care
"When a patient walks in the door of a hospital or a pharmacy, that hospital or pharmacy sees not just one dollar sign, but two," said Tim Sparapani, senior legislative counsel for the American Civil Liberties Union. "The first dollar is what they earn from treating the patient. The second is the ability to sell the information about the patient." The risk, he said, is that Americans could face difficulties getting health insurance or a job because of the information available in "for sale" medical records. *Wash Post, 2-10-09 Come, hear the rest of the story.*

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Watch the white progress bar as the test advances through its various stages. You will be able to track progress as the tool repeatedly writes information to memory and then reads the data to verify that nothing changes from the write to the read.

The default is a standard memory test, but there are two other types of memory tests available to you depending on how much time you want to devote to testing, and how thorough you wish to be. Pressing the F1 key will bring up the Options screen.

Locate the Test Mix section and choose either the Basic or Extended mix. The Basic mix runs a decent basic test, but is superficial in comparison to the Extended mix. Up to eight hours can be required for the Extended mix, so don't run it unless you have exhausted all other options.

Each test mix was designed with certain default cache settings which are optimized for that particular test mix. You can change the defaults and create a custom mix of your own, but unless you have an advanced level understanding of how memory works and is tested, you are probably better off leaving the default settings alone.

Some analyses use the cache on the microprocessor to see if the microprocessor is retrieving data properly from the memory modules. Other tests disable this cache to force the microprocessor to access all its data directly from the memory modules.

The tests are run twice, but by pressing the Tab key you can access the Pass Count section and specify how many times you want to repeat the tests. Make your changes and save them by pressing F10.

Messages will appear on the Status area if problems are found. If you wish to do other things while the tests are running, you can because if problems are found the Windows Memory Diagnostic Tool will reroute data around the trouble areas and allow Vista to restart without crashing. When you return, look in the notification area to access the test results. The System Event Log also stores the test results. Look under MemoryDiagnosticResults.

What if Vista won't boot? Start the system and continually press the F8 key until the Windows Boot Manager appears. The Windows Memory Diagnostic option is at the bottom of the screen and you can select it with the arrow keys.

If it's impossible to get to the Boot Manager, run the tool from the Vista installation disk. Follow instructions until the Install Now prompt appears. Look for and select the Repair Your Computer option. You will find the Windows Memory Diagnostic Tool on the System Recovery Options menu.

The Windows Memory Diagnostic Tool is an excellent utility, but it sometimes delivers a false positive. In addition, many knowledgeable people believe that hardware based testers are superior. Regardless, the utility is an excellent diagnostic instrument provided it is used with those limitations in mind. :

How can I keep my PC clean and tidy?
Written by Gabe Goldberg,
Computers and Publishing, Inc.
tiplet (at) gabegold.com
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Like changing your car's oil or replacing your home's air conditioner filter, a little PC cleaning pays off with a faster, more reliable, and longer-lasting computer.

Although nothing suggested here is either rocket science or inherently dangerous, always follow the medical adage, "First, do no harm". So don't do anything that makes you uncomfortable (perhaps have a more experienced person clean up while you watch and learn), and back up your system and data. Then reboot, to get a clean start, and don't open any programs,

Before starting, to measure what your cleanup deletes, determine how full your hard drive is. Open My Computer, Right Click your hard drive (usually labeled "Local Disk (C:)"), and click Properties. Note how much space is used and free, then close the dialogue box.

Next, use Windows' built-in disk cleaning tool. Click Start, All Programs, Accessories, System Tools, Disk Cleanup, and the drive to clean, likely C. Choose what to clean; default selections are usually what you need. To be extra thorough, if your system has been running problem free, click the More Options tab and then Clean Up System Restore. Confirm your choice and click OK.

Delete Web browser temporary files. Using Internet

(Continued from page 2)

Explorer, click Tools on the Menu Bar, Internet Options, and Delete Files under the General tab. Other browsers provide similar functions, sometimes using "cache" to refer to the collection of temporary files.

Delete unneeded personal files, items outdated and no longer used. While most Microsoft Office programs (Word, Excel, etc.) store their files in the My Documents folder, you may have changed this default location. And other apps likely have their own favorite places to stash files. Look around, since cluttered files make Windows work harder to get things done and waste time and resources when they're backed up. If you collect photos, music and such, delete those you no longer want or need, perhaps
saving them on CD/DVD or ISB drive. Sorting files by size or date helps find deletion candidates.

If you run PC-based email software, it's worth periodically purging Sent and Trash folders, perhaps pitching material older than a certain date. Then look for a Compact Folders option, sometimes on the File pulldown menu, which squeezes out unused space from email folders.

Weed out software no longer used or useful by uninstalling applications with Window's Control Panel Add/Remove Software tool.

The Recycle Bin, which preserves erased files for recovery until it's emptied, has likely grown during this cleanup process. To empty it, Right Click its Windows desktop icon and click Empty Recycle Bin. Note that programs such as Norton Utilities may offer other cleanup options for the Recycle Bin and other Windows components.
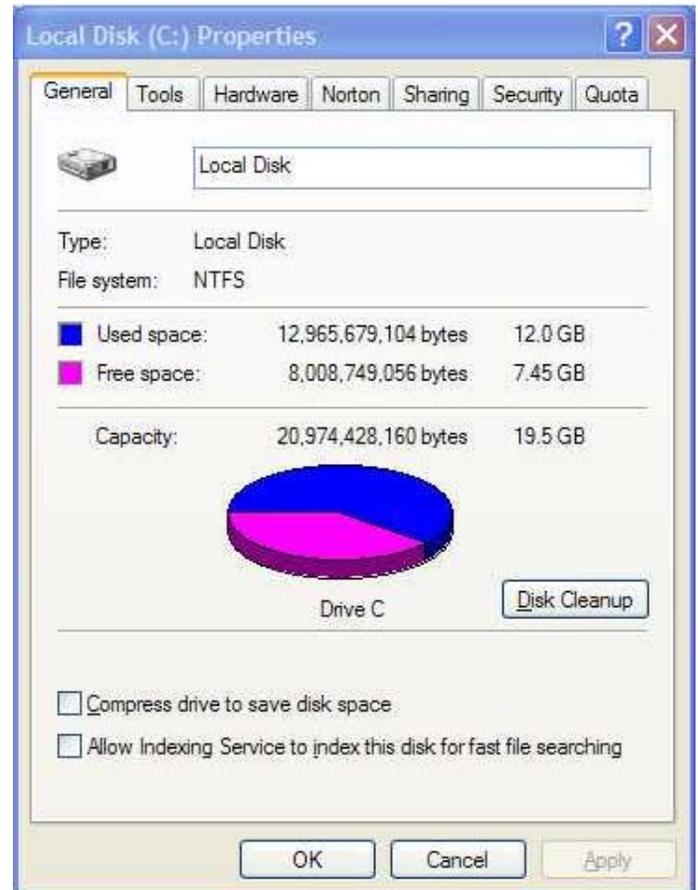
Finally, remember that when writing to your hard drive, Windows places bits of each file in the next available open space on the hard drive.

While Windows can reassemble them, having many files fragmented slows access to them. So, to store all files as single entities, periodically defragment the hard drive. To do this, click Start, All Programs, Accessories, System Tools, Disk Defragmenter, select a drive, and click Defragment.

When finished, compare the amount of hard drive space used and free to what you saw initially. If this is the first cleanup you've done in a while, the

amount of space recovered may surprise you.

Many books give much more detailed instructions for PC cleanups. Search Amazon.com for "degunking windows" and "cleaning windows" to see choices (but don't be distracted by instructions for cleaning house, office, and car windows!).

File Management – Part One
by Ron Hirsch,
Contributing Editor,
Boca Raton Computer Society, Florida
www.brcs.org
ronhirsch1439 (at) comcast.com

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all

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What exactly do I mean when I say file management? And, I can hear you saying "Who needs to fool around with that stuff. I have too many real things to concern myself with. My computer takes care of all those things anyway, doesn't it?" Well, the answer is yes and no. If you went into a restaurant to dine, would you rather select your own choices from the menu, or just have the waiter bring you what he feels like bringing? Very few of you will answer with the latter. But, most people don't bother to establish/customize their file preferences on the computer. It's easier to just take what the computer has been set to do. And, they don't have to learn anything (they think) if they just accept all the defaults.

Please note that I'm making the assumption that you know how to use a mouse, and right or left click on things. And, when I say "scroll down" or drag, you know what to do. If you haven't reached this point yet, I think it's time to take a very basic beginner's course before proceeding.

The simplest way to understand the way your computer stores things is to consider the following. Suppose you saw a line of text as follows -

USA\Florida\Boca Raton\123 Broadway\2nd floor\room 24\gray file cabinet\top drawer\3rd folder\2nd document.

I'm sure that everyone would understand exactly where to look for the document in question. **The line above is actually a descriptive *path* to get you there**. Well, computer hard drives store things in a very similar way. A path to get to a document in your computer might be -

c:\My Documents\Letters\Personal\Aunt Emma's Birthday.doc

This path states that the filename is "Aunt Emma's Birthday.doc", and it is in a folder named "Personal". That folder is a subfolder of "Letters", which is a subfolder of "My Documents", which is a folder on the hard drive C. To define paths in computer language a "\" is used to separate the various elements of the path. Note that this information is not case sensitive. That is, upper or lower case makes no difference. Just having learned this already puts you well on the road to understanding file management.

File management includes things such as establishing certain folders which will be the storage areas for your documents, and other files. You direct where files will be stored in various of your programs by saving your files in folders you establish or define. This makes things easier when you want to do backups also. Many programs allow you to specify what those folders are. So, when you go to save a file, that folder comes up as the default. A common cry from beginners is "I saved the file, but I don't know where it is."

Within a folder you can have sub-folders. For example, if you had a folder c:\letters, you could put in subfolders for business, personal, club, etc.. This way, you have an organized filing system. If you have a file drawer that you use for filing things, most people will have separate folders or hangers for different categories. Throwing everything in the same area make it much more difficult to find things, just as putting all your different socks into the same drawer, unpaired, and mixed up, makes life tougher also.

Most people are intimidated by their computers. Remember, it's only a machine, and you should be the boss, not the computer. The more you understand, the more in control you will feel. But, that doesn't just happen. Like all things in this world, you must make it happen.

Reading these articles, and doing the practice can help you along the road to that end.

Once you become reasonably proficient in the

subjects to be presented, you will be prepared to move files around, copy them to a floppy or ZIP disk to back them up, or delete them. The exercise below should help you in this area.

Please note that the protocols used here are applicable not only to PC's, but also to Mac's. These protocols are very logical once you understand them. The term "Windows" will be used throughout the article. This means that all versions of Windows, 95, 98, ME, or Windows 2000 will follow the same procedures

EXERCISE NUMBER 1

1. **Open up Notepad** - if you don't know where it is, click on the **START BUTTON** on the bottom left of your s c r e e n **START>PROGRAMS>ACCESSOR IE**S. Double click on Notepad, and the standard Windows text editor will open. Notepad is simply a small program in which you can generate and edit text documents. It offers almost nothing in the way of formatting, but is a bare bones text editor, as opposed to WordPerfect or Word which are capable of elaborate activities.

2. **Type "This is a test." in the Notepad window.**

3. **Save the document by clicking on FILE>SAVE.** A window will open. At the top of the window is an area with the notation "Save in". It will probably show your C: drive. If not, use the scroll arrow to select the c: drive. Once you have done this and double-clicked on it, there should be a listing below of all the folders on the C: drive. Scroll to the one named "My Documents", and double click on it. (My Documents folder is a standard folder that Windows installs.) The focus is now on that

folder. Next, go down to the bottom of that window and in the field at the bottom, select "all files(*.*)" just to see what else is in that folder. There is a field with "File name" alongside of it. In that field, type testfile.txt. Then click on the save button. You have now saved that file in the "My Documents" directory. Now, exit Notepad.

4. **Open Windows Explorer.** If you don't know how to do this, it's time you l e a r n e d . C l i c k o n **START>PROGRAMS>EXPLORER**. Or, click on the Windows key and the "e" key on your keyboard at the same time. Navigate around to display the list of folders on the C: drive. If that's not what showing, find C: on the left and double click on it. This should bring up the list of all the folders on the C: drive. Find the My Documents folder, and double click on it. There should be at least one file there, the one we just saved called "**testfile.txt**".

5. Before continuing, I suggest that you configure Explorer to show all file extensions. This makes working with Explorer easier. At the top of the Explorer Window, click on **VIEW>OPTIONS**, and then uncheck the line which reads "Hide file extensions for the types that are registered."

This is the end of part 1 of Learning Basic Windows skills. Next month, the second part of this will cover moving and copying files, along with setting up new folders. If you find this material useful, you may want to download this article in PDF format, from our web site www.brcs.or. This allows readers to keep the material either as a PDF file, and/or print it out, and place it in a looseleaf notebook for future reference.

Juice Your Broadband Speed

Written by Vinny La Bash, a member of the Sarasota
Personal Computer Users Group, Inc., FL
www.spcug.org
vlabash (at) comcast.net

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People prefer broadband internet connections because of the obvious speed advantages over dial-up and satellite links. Then why is it that broadband never seems to be fast enough? Are you getting the speed promised by your ISP? Broadband can cost $100 a month or more, but does the provider really provide the advertised speed? Is the connection reliable or does the modem need a reboot several times a day? Fortunately, there are ways to achieve high, reliable throughput without having to have an engineering degree. Here are some suggestions to get every bit per second possible from your modem without any technical hiccups or interruptions in service.

Start with your computer and TV equipment. A common source of line noise can be traced to improper grounding of anything that plugs into household electrical circuits. This can seriously degrade performance of cable equipment. Every electrical device, especially those in the same room as the cable modem, should be plugged into properly grounded outlets. The best connections are with polarized plugs oriented in the correct direction, and please don't use any three prong to two prong adapters. Get up-to-date gear. Electric outlet testers are cheap. Buy one and use it to test for excess voltage on your cable wiring. Any problem could indicate a serious safety hazard. Engage a licensed electrician to fix it.

Almost anything manufactured today in the consumer electronics world is light years ahead of its predecessors manufactured only two or three years ago. Cable modems are no exception, so if yours is more than three years old get a new one from your provider. Most providers will make a free exchange, but some will require an extension of your contract. You want to do this because the latest modems conform to the DOCSIS 2.0 standard. This offers higher upload and download capabilities and supports other advanced broadband applications, including online gaming and peer-to-peer computing.

Ask your ISP if they automatically update firmware for the modem. If they don't, have them supply the website address of your modem's manufacturer so you can download the most recent firmware. Check the website about twice a year for new updates.

Next, go to a test site such as PC Pitstop, and check your upload and download speeds to see if they match the terms of your service contract. If they don't, give your ISP a call and have them reset the modem's settings. While you're at it, have them check the signal-to-noise ratio. Too much noise can cause interference, and your modem will then have to resend information cutting down on your throughput.

It's possible that your cable wiring may contain too many splices or simply be too long. That can be fixed by a visit from your ISP technician. Have the technician check the line quality leading to your house. If the signal is good and you're having problems, the house wiring may be the culprit. The definitive answer for cable modems is to create a split directly after the junction box and then run a new cable directly to your modem. The other side of the split will take care of your television sets which aren't nearly as sensitive to line noise.

After you've done everything from a hardware and firmware standpoint, and your cable connection is as clean as possible, you're ready to fine tune the system for best performance. Vista users don't have to do much of anything to optimize the operating system since Vista does TCP stack tuning dynamically. Any internet performance adjustments can be made through the browser. Firefox users may want to try Firetune or Fasterfox. They are both free utilities and allow adjustment to cache memory, capacity and other settings such as pipelining.

If you do a lot of downloading, you can save time by installing a download manager like Flashget. This widely used utility claims the highest number of users on the internet. It uses MHT (Multi-server Hyper-threading Transportation) technique. It's very easy to use and comes with exceptional document management features. Best of all, it's free.

After all this work, it would be a tragedy if you didn't keep in mind that sometimes the simplest solutions are the best ones. Most cable modems and routers

CLUB SUPPORTERS

have reset features. Many a mysterious internet ailment has been corrected simply by resetting the equipment. Turn off the computer and the modem. Un-plug the modem for a few minutes and then power everything back on. You may be pleasantly surprised.

A LOCAL POLITICIAN GUESS WHO?

March 2009

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4 **NOPCC General Meeting** Harahan Senior Center	5	6	7
8	9	10	11 **New & Inter- mediate User SIG** Harahan Senior Center	12	13	14
15	16	17	18 **NOPCC BOD** Meeting—Chateau Coffee Shop –Kenner 6:30pm—8:30pm	19	20	21
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29	30	31				

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Secretary	Ray Paternostro	secretary@nopc.org	737-9099
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Director At Large	Jeanne Okamoto	director1@nopc.org	455-0977
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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

Special Interest Groups

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
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