

QBITS

Quad-Cities Computer Society

Newsletter for May 2010

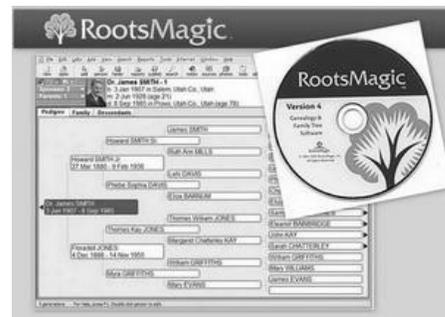
Volume 28, number 4

www.qcs.org

Wednesday
May 12, 2010
7:00 PM

Lapworks & Ai Squared Patty Lowry & Judi McDowell

QCS Review Roots Magic



presented by
Bruce Buzbee
RootsMagic.com
rootsmagic@gmail.com

Platform: Windows 7/Vista/XP/2000
By Joe Durham

Bruce Buzbee visited our club to showcase the new version 4 of RootsMagic. He was here a couple of years ago to share version 3. They decided to write version 4 from the ground up and have added many useful aids for genealogy enthusiasts.

As you go about gathering information on your ancestors it can be a disjointed, time consuming process. RootsMagic gives us the tools to make that journey more enjoyable and easier to accomplish. The depth of detailed tools and programming thought behind them make genealogical searching a worthwhile endeavor.

Some of the news tools are the People tab, the Web-search tab, the Bookmark tab, and Color coding.

--continued next page--

This Month in QBITS

Message From Your President.....	3
The Rogue Security Software Epidemic.....	3
CyberNews!.....	4
Word Tips.....	6
Karen is Offering Free Software Utilities.....	7
New Microsoft Service Fixes Common PC Problems.....	8
Office 2007 The Missing Manual.....	9
QCS Officer Directory.....	10
QCS Meeting Dates	11

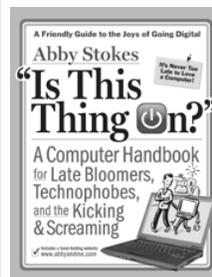
The QCS thanks NBS
the host of the **qcs.org** site

**Network
Business Systems NBS
www.nbson.com**

Views and opinions expressed by
presenters do not necessarily reflect
those of the Quad-Cities Computer
Society.

**Monthly meetings are open to the
general public.**

Computer Basic Mini-SIGs Begin



Inspired by the presentation and book "Is This Thing On" by Abby Stokes, the QCS is sponsoring a series of mini-SIGs on Thursdays beginning **May 6th and May 13th**. Please note these on the QCS calendar and plan to attend!

The QCS is a member of



Would You Like to receive
your QBITS via email?

The QBITS can now be produced in Acrobat PDF format and sent to] your email box. If you desire to have the newsletter sent to you electronically instead of by US Mail, notify:

Patty Lowry,
QBITS co-editor
(563) 332-8679

heidiho@soloconnect.com

QBITS

Published monthly by the
Quad Cities Computer Society
Tri-City Jewish Center
2715 30th Street
Rock Island, IL 61201
webpage: **www.qcs.org**

Co-editors
Joe Durham
joseph85_us@yahoo.com
Patty Lowry
heidiho@soloconnect.com

The Quad-Cities Computer Society or QCS is an Iowa nonprofit organization for charitable, scientific, and educational purposes primarily to educate the public concerning the advantages and disadvantages of microcomputers and to publish a newsletter for distribution to members, area libraries and educational institutions. The QCS is recognized as a 501(c)(3) nonprofit charitable and educational organization by the IRS. Copyright QBITS copyright © 2010 by the QCS. All rights reserved.

Subscriptions are included in cost of membership. Reproduction of any material herein is expressly prohibited unless prior written permissions is given by the QCS. Permission to reprint material contained herein is granted to other non-profit personal computer groups provided the full attribution of the author, publication title and date are given, except that articles with Copyright notice in the header indicates article may be reproduced with the express written permission of the author (or other indicated copyright holder). Brand or product names are trademarks of their respective carriers. As a typographic convention we do not so identify as such.

The People tab is simply an alphabetical listing of all the people you have entered into your database. And it is displayed in a sidebar on the left hand side of your workspace which can be resized. It is a handy starting point in your database management of names.

The Websearch tab describes what it does. If you click on a name it will search for information about that name on various genealogical web databases, both paid and free. This tab will display a list of search engines from which to choose. And you can also add your own destinations.

In the Family tab, the Bookmark tab is a useful aid to set aside a subset of people you are referencing that you can come back later with the click of the mouse. A handy feature when your family records have grown to a large number of names, places and dates.

Additionally you can color code the names and their familial relationships. So with a visual color key you can see how names are interconnected in your database.

These tabs are but a small sample of the many useful tools available to you. The help menu will identify and guide you through the many useful ways that you can enter, edit and manage your genealogical records.

One of the spellbinding features of RootsMagic is its ability to create a book of your data in categories and formats that you choose. It can interpret data fields and generate sentences and paragraphs automatically that help to tell your story.

Version 4 allows you to group the various Reports that you customize into book form and it treats each of the reports as a chapter in your

book. With RootsMagic's guiding template, a cover and introductory menu are created along with your data set. It will also establish an index and table of contents for you automatically.

There are additional tools available to describe source and documentation, and customizable fields in which to enter it. And once your book template is created you can save it. Then if you add or change data in your family tree, it is updated automatically in your book choice selections and will reflect them when published.

RootsMagic appears to have anticipated your every need. You can print your book, or print it in pdf form. In the PDF form indexes and source notes are hotlinked to locations in your book. An email tab allows you to send your book to a family member or friend. This tool brings up your email client and attaches the book automatically. You don't have to search for it on your hard drive.

Bruce mentioned that the email connection defaults to Outlook express but you can use other email clients like Yahoo and G-mail. Instructions on how to do this will appear on the **Rootsmagic.com** website.

Finally when your book is complete, you can upload to a self-publishing site like **lulu.com** so that friends and family members can obtain a hard copy of your work without you worrying about publishing details.

You can also create a CD copy of your database which contains a read only version of RootsMagic that you can share with your family and friends. Bruce noted that you need to create a separate database minus the private data you have created if

you don't want others to view this information as RootsMagic copies you entire database to the CD.

In the new version you can select names that will be automatically searched at the **FamilySearch.org** web site. In this way you can confirm if your information is along the same lines or different from FamilySearch database and update the information in your records as needed.

When you start RootsMagic it will search for the recent program updates that are available and install then if you choose to do so.

Bruce also discussed RootsMagic To Go which creates a full version of Rootsmagic on your flash drive. It will also transfer your data to the flash drive. Why is this handy? You can take it with you as you search for information in libraries, and other computer locations as you do you research. When you return RootsMagic To Go will identify any new information on the flash drive which you can then transfer to your home computer hard drive. This feature truly is a lightweight aid to genealogical research.

There are many more useful details that Bruce covered. If you are interested in genealogical research check out their website RootsMagic.com and download the free version of RootsMagic which is a limited functioning subset of this noteworthy software called RootsMagic Essentials.

rootsmagic.com/Try/RootsMagic/

The QCS would like to thank Bruce for his fine presentation, he fielded and answered many questions from the audience. Many took advantage of discounted pricing available during the meeting.

Message from your President: Membership Payment Change Adopted

by Judi McDowell
jmcdowell@mchsi.com



The QCS Board of Directors has decided to change the QCS membership renewal date so that all dues will be due on July 1st of each year. The BOD agreed that this would simplify record keeping and would improve budgeting and spending procedures. At the April Board of Directors meeting a final motion was made and approved to begin using the new membership date of July 1st beginning in 2010. First year renewals and new members will pay an apportioned rate of \$2.50 per month for individuals and \$3.00 per month for family memberships.

I hope our membership agrees this new procedure will simplify things for everyone. You will always know when your dues are due and they can still be paid by cash or check either in person at a meeting or by mailing to the QCS mailing address.

Thanks for your continued support

THE ROGUE SECURITY SOFTWARE EPIDEMIC

BY BETTY BEATTY

Fake virus alerts seem to be popping up all over and they are really nasty. I saw one in full force

on a co-worker's computer. There are hundreds of variations of these fake alerts advertising fake antivirus software with new ones coming out all the time. Some of the names of these fakes are: Antivirus Live, Antivirus XP/Win 7/ Vista 2010, XP, Antivirus Pro, Antivirus Soft, etc. They look very legitimate. To see what these look like, visit Bharath's Security Blog at: <http://bharath-mnarayan.blogspot.com/> (you can find this link on SCUG'S Links page in the Computer Security section). Bharath has screen shots of many of these listed under the month they were discovered. He also includes screenshots of fake computer utility programs offering to clean your computer, etc.

Basically, the ones I saw display a Security Warning dialog box that looks like a Microsoft Windows dialog box stating that your computer is infected. It also showed a dialog box that looked like one from the real antivirus company on the computer. It displayed a fake Windows Security Center window and fake firewall warnings that looked real too. Boxes with security warnings and alerts just kept popping up. And of course they try and sell you a fake antivirus program to remove the fake viruses. And it seems like anything you click on to try and make these go away only make things worse.

I had never seen anything like this. It hijacked Internet Explorer and we couldn't go to anything except this site trying to sell the fake antivirus software. It does this by changing IE's proxy server setting. And it would terminate anything we tried to open telling us it was

--continued on next page--

infected. It wouldn't let the computer's real antivirus software run. It wouldn't let us do a system restore. It was blocking everything we tried to do. It was a nightmare!

What I ended up doing, and this may not be the right thing to do because I have not seen it mentioned on any of the web sites dealing with this problem is that I rebooted into plain Safe Mode. (To boot into Safe Mode, restart the computer and start hitting the F8 key right away before Windows loads until the screen offering Safe Mode options displays.) Then I was able to run system restore. I set the computer back to the way it was several days before. Then I ran the computer's real antivirus software (Norton). This seemed to take care of it. The next two computers I saw this on we did the above immediately and everything seemed ok afterwards. Note: I have read that some of these malware Infections also block safe mode! Like I said, there are hundreds of variations and probably many different fixes. It would probably be a good idea to download, install and run Malwarebytes too.

After dealing with this I did some reading about all of this on the web. It does sound like the methods for dealing with these threats can vary depending on which variety you are infected with. If possible, Google the name of the fake antivirus that has hijacked your computer with the word remove, etc. to find the best fix for the rogue software you are dealing with.

Let me do a very brief summary of what I have read. Basically I have read that one should download the portable version of SUPER-AntiSpyware, and/or Malwarebytes. Some sites also mention Fixexe.reg (a Registry File that

fixes .exe file associations that have been broken, usually caused by malware) and **rkill.com** (which will try to end the processes that the fake Antivirus is using so that you can continue with the fix). (You can find links to these and more articles about all of this on the Links page of the SCUG website, in the Computer Security section.) Anyway, if you are infected you will probably need to download these to a flash drive or a CD because you probably will not be able to access these sites from the infected computer remember, the rogue software/ malware will be trying to block everything you try and do. Some malware will recognize these antimalware programs and not allow you to install, open or run them in which case you need to rename them to disguise them from the malware. Plug your flash drive with these programs on them into the infected computer. First try running the portable version of SUPERAntiSpyware, it will run from your flash drive. That might do it. If not maybe install FixExe.reg and then Malwarebytes (mbam-setup.exe). Be sure and run Malwarebytes to the end. Some fixes require rkill.com to be run in order to run the fixes.

Again, this is a very brief explanation of all of this. Please refer to the links on the SCUG web site for a more thorough explanation. Keep your antivirus and antispyware software up-to-date. Use the latest version of the browser of your choice; the latest version should be the most secure. Also, keep your Windows software patched and updated to close possible security holes.

Or hey, run Linux and you won't be such a target for all this malicious stuff. Of course Linux user need to be mindful of security is-

sues too. But on Linux machines, nothing can execute on your machine without your permission. It is inherently safer. If you have your computer set up to dualboot into Windows or Ubuntu, I would think your Ubuntu side would be unaffected by the rogue virus attack in Windows. Just a thought...

From the April 2010 issue of The Computer Connection newsletter of Sauk Computer User Group. Betty Beatty is their Web Master. www.saukcomputerusergroup.org/



Last month we talked about Service Packs, and that Windows 7 had none yet. Now Microsoft is talking about Service Pack 1 for Windows 7, although at this time it will contain only minor patches and fixes some of which have already been issued through the normal monthly update cycle. Some say that this early release is only because some people and businesses won't deploy to a new operating system until the release of the first service pack. No date has been set yet.

Here's a cool trick if you're running Windows 7. There are a lot of features that I love about 7 and one of them is the ability to see all open applications in 3D. Hold down the Windows key and tap the tab key to scroll through all the programs you have open. Now that's kind of nifty!

If you get a virus alert that indicates your computer is infected, DO NOTHING, until you analyze the situation. Make sure the alert is

coming from YOUR anti-virus program, and if so then take the suggested action. If this alert has any other name do not click on "Remove all Threats" or a similar button. That will only make things worse, and above all don't fall for the scam of paying for a fix. Immediately run Ad-aware or Malwarebytes or both to get rid of the nasty intruder, then run CCleaner.

Life is a montage of memories. The things we experience today are the memories of tomorrow. I have so many memories in the computing world; my first computer being a Commodore Vic 20 oldcomputers.net/vic20.html. It sold for \$299 and featured a whopping 5K of memory. Included was a cassette recorder, printer, and an external floppy drive. From there I graduated to a Commodore 64 oldcomputers.net/c64.html and then to a Tandy TX1000 with a dot matrix printer sold by Radio Shack. This computer didn't have a hard drive, just two 5 1/4 floppy drives, and a whopping 640k of memory. You would insert the operating system in number 1 drive and the program you wanted to run in number 2. From there I can't count the number of desktops and laptops that I've gone through. It's very interesting to think about how far we've come in technology in such a short period of time. Where will we be in 2020?

You'll be hearing the phrase "Cloud Computing" more and more as time goes on. The term means that applications you use and the saving of your data will all be on Internet computers and not your own. One of the advantages of course is anywhere access. Facebook is an example of Cloud Computing. The idea is great for dissemination of information but there are

a couple of questions I have to ask about this concept. First, what happens when you lose your Internet connection? Your productivity stops cold. Secondly, I am fearful of trusting my business and personal data files on a stranger's server. What about their security? tinyurl.com/y8vg3g8 I remember a few years ago when an AOL employee stole millions of email addresses from AOL's computers and sold them. Right now I feel very safe with all my data, photos, and music backed up on my own external hard drive. Cloud computing, supposedly, is the future so we'll see how it all plays out. For the pure definition read about it on Wikipedia

en.wikipedia.org/wiki/Cloud_computing, and see examples from Google tinyurl.com/kuhrbb and Microsoft tinyurl.com/yd8a9ka.

Something else you'll be hearing about is the 4G network for cell phones. What does that mean, what carriers will have it, and when will it be implemented? The 3G network offered more speed and the implementation of simultaneous use of speech and data services. 4G is a natural progression to better service and faster speeds, but the problem right now is universal use by all carriers. Implementation should take place by mid 2011, and it looks like the big four will offer different types of service. I guess that's the name of American free enterprise so we'll see how this plays out also. More from CNET tinyurl.com/yakehmj.

Smart phones are getting smarter! Retailers are getting smarter too by sending you coupons to your phone. When purchasing an item for the discount, the clerk simply scans the bar code on your cell

phone screen. You can subscribe to a monthly mailing of coupons and Target seems to be the first to jump on this concept. Details from the Wall Street Journal tinyurl.com/ylr9a87.

Music makes the world go around and here's a man who believes just that. The story from CBS Evening News biggeekdad.com/2010/01/the-harmonica-man.

Cyber News is an endless study of what's going on in technology. We are constantly surfing the net for news items, reading other professional news letters, and just looking for human interest stuff. If you see something that might interest our readers drop me an email. I'd love to hear from you.

In order to read PDF files you have to have Adobe's Reader installed on your computer. In the beginning that was fine, but the program has become bloated, a whopping 141MB, and is constantly updating. To me it has become a pain in the you know what. Well there's a new kid in town to take its place and over 8 million people are using it. The program is only 6.6MB, and it is fast loading. As soon as I heard about it I uninstalled Adobe's Reader and installed Foxit Reader! It works on Windows XP, Vista, and Windows 7, and it's free. One word of warning though, like any other program installation, watch for "piggybacks." Make sure you take the check marks away from letting it change your home page and default search engine. Get it here tinyurl.com/cw4deg.

Photo Tip of the Month: What is white balance? You can always set your digital camera to the auto mode and, most of the time, it will

--continued on next page--

take a good picture. Manually setting the white balance can sometimes make a big difference in the outcome of your photo. In the auto mode your camera has to guess what kind of light it is reading. Taking a photo indoors with incandescent light is much different than natural sunlight. All digital cameras have different white balance settings, usually sunny, cloudy, shade, incandescent, florescent, and flash. Ever wonder why some of your photos have a blue tint? White balance is the answer.

My Blog contains thoughts and photos on many subjects with the latest entry regarding our trip to Moab. Read about the greatest challenge I've ever had just to "get the shot!" Gary's Blog gary-stanley.blogspot.com/.



Mixing Column Formats On a Page

It is not uncommon to have a document that mixes different column layouts on a single page. For instance, let's assume you have a five-page document, and you want to format the center part of page two as three columns. You want the rest of the document to remain a single column. To overcome this formatting challenge, you can follow these steps if you are using Word 97 through Word 2003:

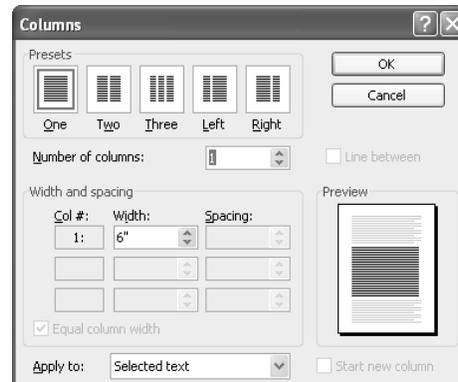
1. Select the text that will appear in the columns.
2. Choose the Columns option

from the Format menu. Word displays the Columns dialog box.

3. In the Number of Columns field, specify the number of columns you desire.

4. In the Apply To box, make sure it says Selected Text.

5. Click on OK. Word places the selected text into its own section and sets it in the number of columns you specified.



If you are using Word 2007, then the steps are a bit different:

1. Select the text that will appear in the columns.
2. Choose the Page Layout tab for the ribbon.
3. In the Page Setup group, click the Columns drop-down list.
4. Pick the number of columns you want to use for the selected text.

Copyright © 2010 by Sharon Parq Associates, Inc. Reprinted by permission. Thousands of free Microsoft Word tips can be found online at <http://word.tips.net>.

Deleting a Hyperlink

Part of Microsoft Excel's compatibility with the Web is to allow you to define hyperlinks in your workbooks. There may come a time when you no longer need a particular hyperlink. Fortunately, deleting a hyperlink in Excel is very easy to

do. All you need to do is follow these steps:

1. Right-click on the hyperlink. Excel displays a Context menu.

2. Choose the Hyperlink option from the Context menu. Excel displays a submenu.

3. Choose Remove Hyperlink from the submenu. Excel dutifully removes the hyperlink.

You should note that in some versions of Excel (such as Excel 2003 and Excel 2007) there is a Remove Hyperlink option directly on the Context menu displayed in step 1. If this is the case, consider yourself fortunate—you can directly remove the hyperlink without the extra steps.

Don't make the mistake of thinking that you can get rid of a hyperlink simply by clearing a cell (moving to the cell and pressing **DEL**). You can do this in the newer versions of Excel, but you cannot in the older versions. If you do this, the hyperlink text is gone, but the hyperlink itself is still lurking in the background. If you type some information in the cell again, you will notice it is underlined, indicating it is still a hyperlink. The reason for this is because Excel considers the hyperlink to be a format of the cell. Pressing **DEL** only clears the contents of the cell, not its format. You can use other editing techniques to get rid of a hyperlink, however, provided those techniques result in getting rid of formatting or overwriting the formatting.

Copyright © 2010 by Sharon Parq Associates, Inc. Reprinted by permission. Thousands of free Microsoft Excel tips can be found online at <http://excel.tips.net>.

Karen Is Offering Free Software Utilities

by Ira Wilsker

WEBSITES;

www.karenware.com

www.karenware.com/powertools.asp

www.karenware.com/bio.asp

www.karenware.com/powertools/ptreplicator.asp

www.karenware.com/powertools/ptsync.nc.asp

www.karenware.com/powertools/ptwhois.asp

I have been a big fan of free software utilities, and have written about them in this column many times before. Some years ago I was looking for an obscure utility, and found it on the **Karenware.com** website. Recently I was looking for another freeware real-time backup utility to use on my new Windows 7-64 computer, and read a review about the free Karenware utility "Karen's Replicator". I had forgotten what a treasure trove of over two dozen freeware utilities that Karen offers, and this review refreshed my memory.

In her online autobiography at karenware.com/bio.asp, Karen says that she is "Karen Kenworthy, author of Karen's Power Tools and Karen's Power Tools Newsletter. Karen has written for Windows Magazine and Winmag.com, for almost a decade. Her free Power Tools newsletter has over 80,000 subscribers, and is growing by 100 new subscribers every day. She also

writes custom programs, and develops web sites." Karen has earned a well-deserved reputation for writing some excellent quality free utilities that can satisfy a variety of computing needs.

I downloaded her Karen's Replicator v3.6.8 from karenware.com/powertools/ptreplicator.asp to my Windows 7-64 machine, and the 1.9mb file downloaded and installed quickly. There were no toolbars or other gimmicks to install, which some other freeware publishers have started to include as a revenue stream, but not Karen; her software is clean and free of nuisance add-ons. Replicator will run on almost all Windows machines from the ancient Windows 95 to the new Windows 7. Replicator is a very simple backup utility that can automatically backup an entire hard drive at user selected times, or be run manually as desired. By default, Replicator will not duplicate a file that has already been backed up, unless it has a different name, size, or date. Replicator can also be configured not to backup selected files, such as temporary and other useless files, saving time and space. As soon as I installed Replicator I selected to do a full file backup to one of my several external USB 2.0 hard drives, which it performed surprisingly fast. Files are stored on the backup device in native format, and can be read or copied by Windows Explorer or any other file utility. I even directly opened files on my external drive that had been copied by Replicator, and they opened flawlessly.

Remember that Murphy's First Law of Computing is that, "A properly backed up hard drive will never fail; but if there is no current

backup, the hard drive will always fail at the most inopportune time". I have Replicator set to perform a backup every evening, such that I will always have a backup of my critical files that is not more than 24 hours old. It does what other programs call an incremental backup, in that it only copies new, or changed files with each backup, making subsequent backups very fast. Since I like redundancy, as an external hard drive can fail also, I am currently using three external drives which I rotate periodically, having only one connected to the computer, and the other two stored safely away. If one external drive should fail, I still have a fairly recent backup, minimizing any losses. When I change external hard drives, Replicator does a very good job at keeping the backup files current. When I evacuated for Rita, Gustav, and Ike, the first item I packed was my external hard drive with my most recent backup. Since the backup files are in native format, no utilities other than Windows Explorer or another file manager are necessary to copy the files back if necessary. Especially after Ike, many local people and businesses were distraught to find their computers with their irreplaceable data destroyed by the hurricane and storm surge. Fortunately I had only minor damage to my house from the storms, but if I would have had major damage, I could have purchased a new computer and quickly restored my important data files. Many of us have important files on our computers, including tax files, wedding pictures, family photos and videos, financial records, and other vital files. A good backup

-continued on next page-

buys us peace of mind and a sense of security. I can strongly recommend Karen's Replicator as an excellent, but very easy to use, backup utility.

One of my pet peeves is a computer with the wrong date and time on the clock displayed on the taskbar. Recent versions of Windows include a feature to update the internal clock, but experience has shown that this utility's performance is often spotty and unreliable, resulting in an incorrect time (and sometimes date) displayed. I downloaded Karen's Time Sync v2.02 from karenware.com/powertools/ptsync.asp. Time Sync offers a comprehensive list of hundreds of time servers from all over the globe; I selected the public time server closest to me and in my time zone, "tick.uh.edu" at the University of Houston. The selection of time servers offered by Time Sync is far superior to the handful of time servers included in later versions of Windows, and will update the clock as desired. I selected to automatically check and update my computer clock whenever the computer is booted. Now I can be reasonable certain that the time displayed on my computer's clock is accurate.

Sometimes an Internet user would like to know who owns an Internet domain, complete with contact information on the domain owner. Karen offers a free utility WhoIs v2.6.6, which can be downloaded from karenware.com/powertools/ptwhois.asp. According to the website, WhoIs will, "Query the 200+ top-level domain registries and Regional Internet Registries around the world, and return information about Internet sites. Information available includes owner of domain name,

and often owner's mailing address, email address, phone number, and fax number." I occasionally use WhoIs to find the registered owner of a website, and it works very well provided the owner has honestly registered the domain with accurate information.

Some of Karen's other utilities that I sometimes use are URL Discombobulator, Computer Profiler, Calculator, and LAN Monitor. The URL Discombobulator can decode and display the real internet addresses of a website that has an ascii or hex web address, or otherwise difficult to comprehend web address. Computer Profiler displays all of the minute details about a computer's hardware and software, including network information, USB devices, operating system, printers, drives, and many other things about a computer; this information may be useful in servicing, upgrading, updating, or repairing a computer. Karen's Calculator can process and display numbers with thousands of digits, and displays the entries and answers on a virtual paper tape which can be saved. LAN Monitor, which is Karen's only program which will not run on Windows 95 (but runs fine on Windows 98 to Windows 7) displays information on the computer and local network. LAN Monitor shows the adapter speed, IP address DHCP, type of connection, and other information on every connected computer. This utility shows the real-time traffic, transmission errors, and network load information.

Karen Kenworthy is to be commended for writing such fine utilities, and offering them to the public at no charge. I recommend that users look at the list of available

utilities at karenware.com/powertools.asp and download and try any of interest. The file sizes may be small, but their quality and features are excellent. I like Karen's utilities, and use a few of them every day, and so should you. As I have said before, you cannot beat the price and the quality.

New Microsoft Service Fixes Common PC Problems for Free

by Dave Gerber
Director, APCUG
dgerber@apcug.net

Fix it Center is a new Microsoft service currently in public beta that provides a set of online and offline tools for diagnosing and fixing common PC and device problems. It may be a beta but it's already a useful and highly usable product that offers a support lifeline to many average Windows users with PC problems.

Fix it Center consolidates into a single product a whole range of trouble shooters, wizards and other support resources currently scattered throughout the Microsoft site and Windows itself. It works with any Windows version from XP through to Window 7

The program will not only solve known problems but will also scan your PC for potential problems and suggest fixes.

The nice thing about this product is that it requires little technical input from the user. All the user needs to do is indicate the broad

kind of category describing the problem and then the program will launch a diagnostic program for that category. So if the user is having an internet connection problems he/she just needs to select that category and from that point on diagnosis and correction is largely automatic.

Anyone who has used Microsoft troubleshooters will be familiar with this approach though Fix it Centre is more advanced in its implementation than most MS Wizards and troubleshooters: it's easier and less intrusive to use and has broader diagnostic capacity. But it is still far from perfect and users need to be realistic in their expectations what this program can achieve.

How it works

To setup Fix it Center you need to go through a three stage setup procedure:

1. Go to

<http://fixitcenter.support.microsoft.com/Portal/> and click the "Try It" button. This will download a small 437KB program.

2. Run the downloaded program and accept the licensing agreement. This will then initiate a download and installations of the full Fix it Centre product. No download file size is given but it appears to be around 10MB.

3. Fix it center will install a number of troubleshooters based on your PC configuration but to tap into the full power of the product you need to setup an online account. There you will not only have access to a full range of troubleshooters but access to other support resources as well such as the Microsoft knowledge database. Additionally you can store the

support history of your PCs on line.

Using Fix it Center is a snap. Just click the Fix-it Centre icon installed on your desktop, select the broad area where you are having problems and the appropriate troubleshooter will be launched which will step you through the problem detection and correction procedure.

If the troubleshooter can't resolve the problem automatically Fix it Center at least gives you easy access to a variety of online support resources.

As I said, this is a useful service but you need to be realistic what it can achieve. That said it's a "must have" product for average users.

You can also register for his free e-newsletter Dave "Bytes" at www.davebytes.com to be notified when a new edition is available.

Office 2007 - The Missing Manual

By George Harding,
Treasurer, Tucson Computer
Society, AZ *The Journal of the
Tucson Computer Society*, January
2010

www.aztcs.org
Georgehardingsbd@earthlink.net

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (see e-mail address above).

O'Reilly Publishing has a series of "Missing Manuals" that are described as "The book that should have been in the box." These books

give you a detailed and complete description of all you could possibly want to know about the application in question.

In this case, the book deals with the major components of Office 2007: Word, Excel, PowerPoint and Access. Microsoft provides several versions of Office, all of which include Word and Excel. PowerPoint and Access are included in some versions.

The book is extensive, being nearly 800 pages long plus two appendices and several indexes. It starts out with some of the rationale for the ribbon system used in Office 2007. It explains the Quick Access Toolbar and how to customize it. The book spends little time on the Office button, which is unfortunate. This is a major area for customization of your version of Office. There are four major sections: Word, Excel, PowerPoint and Access, plus the initial section of the Office Toolbar and ribbon.

Word

There are eight sections: Creating, Opening and Saving documents; Entering and Editing Text; Formatting Text Paragraphs and Headings; Setting Up the Document; Themes and Templates; Spelling, Grammar and Reference Tools; Printing; and Planning with Outlines.

Each of these sections gives explicit instructions for doing a particular task; this is done in terms of the ribbon, its menus and sub-menus. If you are familiar with prior versions of Word, you will understand the function, but may not know where in the ribbon to find the tool you need. The sections will

--continued on next page--

lead you to the proper place in the ribbon.

Excel

There are eight sections: Creating and Navigating Worksheets; Adding Information to Worksheets; Moving Data Around a Worksheet; Managing Worksheets and Workbooks; Formatting Cells; Viewing and Printing Worksheets; Building Basic Formulas; Tables and Charts.

Here, too, the book gives you explicit instructions about performing a given operation by using the tools in the ribbon. If you have used Excel before, you will need to refer to these sections to see how to efficiently perform in Excel 2007.

PowerPoint

There are nine sections: Creating a Basic Presentation; Editing Slides; Formatting and Aligning Your Text; Formatting and Laying Out Your Slides; Editing Your Slideshow; Adding Charts, Diagrams, and Tables; Delivering Presentations; Printing Presentations; Images and Transitions.

This portion, as well, shows you in detail how to construct a PowerPoint slide show. You can find out the details behind any facet of the procedure, but in terms of using the ribbon. PowerPoint has been improved quite a bit and made easier to use. Reading the sections will be worth your while.

Access

There are nine sections: Creating Your First Database; Building Smarter Tables; mastering the Data-sheet; Blocking Bad Data; Linking Tables with Relationships; Queries and Reusable Searches; Creating Reports; Creating Simple Forms; Importing and Exporting Data.

Access has been expanded in several ways. If you are a master of Access in prior versions, these sections will show you the many improvements in Access 2007. If you have not or rarely used Access, these sections will give you a good introduction to this powerful and versatile program

There are two Appendices, one covering "Customizing the Quick Access Toolbar," the other about "Getting Help." Help includes not only the built-in Help, but also the Microsoft Office website, and the several tutorials at Microsoft's website.

Finally, in a departure from traditional indices, there is a separate index for Word, Excel, PowerPoint and Access The last page of the book points out that more material is available. If a CD-ROM had been included, it would have various references, which are book-marked at the O'Reilly page for this book. Many of the references are to Microsoft's site, but they are nonetheless helpful. This is a very helpful book either for the new user of Office 2007, or those that are transitioning from a prior version of Office to 2007.

About: *Office 2007 The Missing Manual*

Authors: Chris Grover, Matthew MacDonald, E.A. Vander Veer

Publisher: O'Reilly

www.oreilly.com

Price: \$34 00, \$23 09 @ Amazon

Officers 2010-2011			
Elected Officers			
President	Judi McDowell	(309) 314-1780	jmcdowell@mchsi.com
Vice President	Harry Galley	(309) 786-5293	hdgalley@qconline.com
Secretary	Diana Wolf	(309) 797-5413	theqcs.sec@mchsi.com
Treasurer	Cheryl Heimberger	(309) 496-9435	cheimbur@hotmail.com
Directors at Large	Susan Peterson	(309) 721-7048	felspaw@sbsglobal.net
	Nancy Polios	(309) 755-4926	npolios@gmail.com
	Karen Reynolds	(309) 797-6572	kajor3153@gmail.com
	Emily Smith	(309) 794-9320	ginghis18@mchsi.com
	Dave Tanner	(309) 764-6455	dl.tanner@mchsi.com
	Vicki Wassenhove	(309) 787-2239	wazz123@gmail.com
Director Past President	Patty Lowry	(563) 332-8679	heidiho@soloconnect.com
Director/SIG Leader			
Beginners	Jim Kristan	(309) 755-8277	jmkris@gmail.com
Genealogy	Len Stevens	(563) 359-9672	judylenstevens@msn.com
Digital (coordinator)	Vicki Wassenhove	(309) 787-2239	wazz123@gmail.com
Internet	Ted Huberts	(309) 792-9470	s1owhand54@sbcglobal.net
Office	Judi McDowell	(309) 314-1780	jmcdowell@mchsi.com
QBits	Joe Durham	(309) 764-5570	joseph85_us@yahoo.com
Windows	Larry Stone	(309) 797-5574	lstone521@mchsi.com
Appointed Officers			
Membership Director	Susan Peterson	(309) 721-7048	felspaw@sbsglobal.net
Program Director	Harry Galley	(309) 786-5293	hdgalley@qconline.com
Public Relations Dir.	Melinda Missman	(309) 235-7579	mamissman@msn.com
Publicity	Judy Ramsey	(309) 764-3394	judy-ramsay@yahoo.com
Financial Committee	Mel Vanderhoek	(563) 355-5085	vanderhoek@netexpress.net
Special Events Director	Open		
Volunteer Director	Open		
APCUG Representative	Patty Lowry	(563) 332-8679	heidiho@soloconnect.com
Membership Records	Susan Peterson	(309) 721-7048	felspaw@sbcglobal.net
Web Master	Vicki Wassenhove	(309) 787-2239	wazz123@gmail.com
QBITS Newsletter	Joe Durham	(309) 764-5570	joseph85_us@yahoo.com
	Patty Lowry	(563) 332-8679	heidiho@soloconnect.com
Mailing	Patty Lowry	(563) 332-8679	heidiho@soloconnect.com
Resource Center Mgr.	Judi McDowell	(309) 314-1780	jmcdowell@mchsi.com

QCS Meeting Dates - May 2010

S	Mon	Tue	Wed	Thu	F	S
						1
2	3	4	5	6	7	8
	7:00 PM * Microsoft Office SIG NO MEETING! 309-314-1780 jmcdowell@mchsi.com		6:00 PM QCS Board Meeting Judi McDowell 309-314-1780 jmcdowell@mchsi.com	7:00 PM Computer Basics Mini-SIG 309-787-239 vwazz@hotmail.com		
9	10	11	12	13	14	15
	7:00 PM * Internet SIG Ted Huberts 309-792-9470 slowhand54@sbcglobal.net		5:45 PM Beginner's SIG 7:00 PM Patty Lowry Judi McDowell Lapworks & AI Squared	7:00 PM Computer Basics Mini-SIG 309-787-239 vwazz@hotmail.com		
16	17	18	19	20	21	22
	7:00 PM * Genealogy SIG Len Stevens 563-359-9672 judylenstevens@msn.com		06:00:00 PM Digital SIG PhotoWalk 309-787-239 vwazz@hotmail.com			
23	24	25	26	27	28	29
	7:00 PM * Windows SiG Larry Stone 309-787-5574 lstone512@mchsi.com					

Notes:

Beginner's SIG Meets
at Tri-City Jewish Center
before QCS program
Beginner's SIG leader
Jim Kristan
309-755-8277
jmkirs@gmail.com

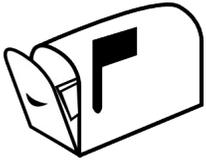
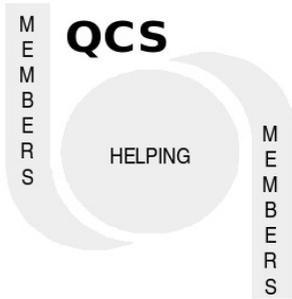
All meetings held at
Trii-City Jewish Center
2715 30th
Rock Island, IL 61201
meeting
time, location and topic
All QCS meetings are
Handicapped
Accessible

QCS Officers
President
Judi McDowell
jmcdowell@mchsi.com
Secretary
Diana Wolf
theqcs.sec@mchsi.com

Vice President
Harry Galley
hdgalley@qconline.com
Treasurer
Cheryl Heimberger
cheimbur@hotmail.com

Remote SIG Meetings with SharedView & Skype denoted by 7:00 PM *

Quad Cities Computer Society
 Tri-City Jewish Center
 2715 30th Street
 Rock Island, IL 61201



Moving? Send an address change to **felspaw@sbcglobal.net**

Name:	_____		
Company:	_____		
Address:	_____		
City:	_____		
State, ZIP+4:	_____		
Home Phone:	_____		
Work Phone:	_____		
Email:	_____		
Referred by:	_____		
	Membership Level		
		New	Renewal
Full Time Student:	\$20	_____	_____
Individual	\$30	_____	_____
Family:	\$40	_____	_____

Wednesday
 May 12, 2010
 7:00 PM

***Lapworks &
 Ai Squared***
 with
 Patty Lowry &
 Judi McDowell