

# Bits of Bytes

Newsletter of the Pikes Peak Computer Application Society, Colorado Springs, CO

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Issue 11



## The Prez Sez

by John Pearce,  
President,  
P\*PCompAS

The November meeting features Toni Logan's presentation on Pinterest.

The December meeting will be held on the first Saturday, December 7th, at the East Library on Union Blvd. Details will be available at the November meeting. Please put a note on your calendar now about the temporary change in location so you don't forget to join us in December.

It appears Springs Community Church will not be able to accommodate our meeting in future years on the first Saturday in December. Please consider moving the December meeting to the second Saturday for December only.

See you on November 2nd! ☺



## Meeting Minutes

by Toni Logan,  
Secretary,  
P\*PCompAS

The meeting was called to order at 9 am by the President, John Pearce. He announced that coffee is free to first-time guests and for all others, a donation is requested. The coffee has been donated by Laura at Starbucks at the Citadel Crossing.

The program for today will be on Avast, and viruses in general, presented by Bob Gostischa. The President asked for approval of the

minutes as printed in the newsletter. The approval of the minutes was moved, seconded, and passed.

## OFFICER REPORTS

Vice President Bob Blackledge said the program next month will be on Pinterest, presented by member Toni Logan.

The Treasurer was not in attendance, but his report was as follows: Savings Account, \$5810.15; Checking Account, \$893.49; and the total is \$6103.64.

Membership Chair Ann Titus introduced a new member, Mike Davis, and he was properly mugged. A.J. Whelan introduced a guest, Bruce, who is a brother-in-law, and is from California. Membership dues for the year 2014 are due. Dues are \$12.00 for a single and \$18.00 for a family.

Newsletter Editor Greg Lenihan said that the deadline for the next newsletter is Saturday, October 14, 2013.

APCUG Rep Joe Nuvolini said that there is nothing new on the website and reminded everyone that the CES Conference is in January.

Media Representative Ilene Steinkruger didn't have anything new. She has been forwarding information on books via email to the members.

OLD BUSINESS: None

## NEW BUSINESS

There was a discussion of the duties of the Secretary that are in the Bylaws and which state:

**Next P\*PCompAS meeting: Saturday, 2 November 2013**

Member Toni Logan will show us Pinterest.

**“c) Secretary. The Secretary shall keep a record of all the proceedings of the Society to include the Executive Committee meetings, the Board of Directors meetings, and the regular monthly or special membership meetings; shall prepare the general correspondence of the Society; shall maintain all records and documents pertinent to the status of the Society as a nonprofit organization; and shall perform such additional duties as directed by the Executive Committee.”**

The discussion was concerned with whether we needed more than the business meeting in the minutes. There was discussion on recording the meeting and having them available on the website. The consensus was that only the business portion of the meeting should be in the minutes. Greg and Joe would try to work on how to record “Around the Room” and see if we can have it on the website.

*Continued on page 2*

## In This Issue

### Articles

Google QuickOffice App .....	5
Hardware or Software Problem .....	7
Nuggets from Nuvo.....	4
Nybbles and Bits.....	3
Tip: Recover Wasted Space.....	9

### P\*PCompAS

Meeting Minutes .....	1
Remnants of CoSNUG.....	9
Request from Nominating Committee.....	6
The Prez Sez .....	1



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**Editor: Greg Lenihan**  
**Librarian: Paul Major**  
**Membership: Ann Titus**

## Committees

**Hospitality: Pat Krieger**  
**Programs: Bob Blackledge**  
**Publicity: Bob Blackledge**  
**Nominating: Ilene Steinkruger**

## Board of Directors

**Gene Bagenstos**  
**Bill Berkman**  
**Toni Logan**  
**Norm Miller**  
**Bob Blackledge**

## Meeting Minutes (Continued from page 1)

The next item was concerning the December meeting. The Church needs our meeting room for the day, so it was suggested that we have the December meeting at the East Library for a program on ebooks or schedule the meeting for another date. These two options will be explored and the result reported at a later date.



**Mike Davis**  
 with mug

The next breakfast at Country Buffet will be on Saturday, October 19, and the next regular meeting is on November 2 here at the Springs Community Church.

## AROUND THE ROOM

**Mike Davis** joined our group because he is looking for a peer group.

**Harvey McMinn** had a phone problem which was fixed by Verizon. Ann Titus reported on prices for computer repair.

**Stanley Rappaport** wanted everyone to know about getting ink cartridges at Megatoners.

**Greg Lenihan** mentioned that Microsoft "Security Essentials" had dropped in the rankings of anti-virus programs and even Microsoft seems lackadaisical about it.

**Ilene Steinkruger** wanted to know how to backup iGoogle and the answer was that there is a "backup iGoogle" site on the Net. She also mentioned that the network access was much better in Europe this trip.

**Joe Nuvolini** also said that there were wide "free" Wi Fi options

in Italy. He also said that John McAfee was coming back to the States and had a program that would make you "invisible" on the Net.

**Cary Quinn** has a Samsung Phablet which is either a phone or a tablet. The camera can record its location.

**Bill Gardner** said that the GPS in a car can be overtaken by hackers.

**Pat Krieger** experienced an electrical outage caused by a squirrel on a transformer. Now, she cannot record a message on her answering machine. It was suggested that she Google her answering machine user guide for an answer.

**Toni Logan** asked if there was something other than Microsoft Office and the answer was "Libre Office," which was formerly Open Office.

**Phyllis Butler** didn't want to delete her cookies and it was suggested that CCleaner cleans up your computer, but does not touch cookies.

**John Pearce** said to get a reverse 911 call, register at the El Paso Teller County 911 Authority.

## PROGRAM

The program today was given by Bob Gostischa. He gave a well rounded presentation on viruses and how to protect your computer. He is a proponent of Avast, but is not an employee. They pay for his vacations to talk about the product. Avast is currently the most used antivirus software in the world. Avast has been making security software for over 20 years and has

*Continued on page 3*

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P\*PCompAS welcomes any comments, letters, or articles from members and non-members alike. Please send any articles to the editor (see last page for address). The editor reserves the right to reject, postpone, or edit for space, style, grammar, and clarity of any material submitted.



## Nybbles and Bits

by John Pearce, P\*PCompAS

I found a neat smart phone app named GPS Status (<http://www.mobiwia.com/gpsstatus>). I found it while looking for an app that would show the altitude at my location. GPS Status does that and much more. It shows the GPS and sensor data provided by the phone. In the shown figure, the letters in the light blue circles are for data elements in the free version. The letters in the red circles show elements in the Pro (paid) version.

The area inside the compass is called the sky grid. Each numbered dot 1–32 is a GPS satellite that is visible overhead at your current location. The squares numbered 65–92 are GLONASS satellites. GLONASS is the Russian version of GPS. The relative size of the dots and squares represents the signal strength. These are linked to the signal strength bars at the bottom of the



sky grid (item V). The number of satellites used to determine your location and the number visible at your current location is shown above the “Fix/Sats.” label (item F). To determine a GPS location, it usually requires at least four satellites visible and they have sufficient signal strength.

The app has several other features like setting a waypoint and providing navigation to get back to that point. The user guide

has a complete explanation (<http://www.mobiwia.com/gpsstatus/userguide>).

Yes, GPS has issues with its altitude accuracy but for my purposes, it is close enough. ☺

### Meeting Minutes (Cont. from page 2)



**Bob Gostischa spoke about Avast in October**

more than 180 million users worldwide. Avast is used free for schools, universities, and libraries. It is also free for the individual user. The corporate user pays the fees that allows the others free access.

Bob gave several helpful warnings:

1. Undate, don't wait
2. Don't be click happy; be careful
3. Passwords, passwords, passwords.
4. Avoid person to person and pirated software
5. Social engineering attacks are rampant

6. Not everyone is a friend.

Bob suggested only using secure connections. If you are affected by a virus, you may experience pop-ups, redirection, scary warnings, and can't access what you want. He gave several examples of where you can get a virus. Avoid sites that offer free stuff. If you do get a scare pop-up, get off the Internet, close your computer, clean the temp folders, and run a virus scan. Even though you have updated definitions, you can run into a new virus that can't be fixed, so have a good backup.

Avast has streaming updates and they don't affect the computer use, or slow the computer down. Avast is high ranking and has the same protection in the free version as the paid. The add-ons are in the paid version. Bob also mentioned that Microsoft Security Essentials was not up to speed.

As for Social Networking safety, Bob suggested a good password of

at least eight characters including small letter, capital letter, numbers, and symbols. Uncheck any privacy settings and post only what you want to share with the world. There is no such thing as privacy on the Net.

If you install new software, create a restore point and select the custom method for the best safety. On phishing e-mail, he said it can look like a legitimate company, but don't click. Hover on the link and it will show where it comes from.

He also talked about stolen identity and malware. He suggested using [www.malwarebytes.org](http://www.malwarebytes.org), which is free. He also suggested a safe site for free software, [winportal.com](http://winportal.com). For further information on how to install Avast and other safety software programs, go to: <https://goo.gl/7AhRh>. Bob took a few questions and the seminar was concluded. Bob was mugged and thanked for his presentation.

*Continued on page 4*

I'm half way through this year's Italy visit and have yet to need the services of a cyber room. It seems there is free WiFi in most gathering places. I did pay for some time at the Hotel Stipino in Lucca, but the B&B in Civita, and now even the convent in Assisi, has free service. I know the Hotel Alimandi in Rome has it. The Hotel Stipino in Lucca had Internet, but it wasn't free. As I recall it was 5 euros for two hours. I hope to check out a few cyber rooms before I leave but I've heard they are disappearing, as free service is so widespread. I stopped into one of my old cyber rooms. They still had three computers. Don't know what OS they were running as they were all off and no one was using them. Another, Cafe Duomo, who used to charge for Internet usage, now allows you to use their service as long as you are a paying customer.



**Nuggets from Nuvo**  
by Joe Nuvolini, P\*PCompAS

I noted something either new or I hadn't noticed it before. As I traveled about Tuscany and Umbria, the car was tuned to the DJ of one station. The frequency seemed to vary from one location but the programming was the same. They advertised "One nation, one station." It was pretty neat.

Just an interesting observation: In the DOS days, we used our fingers to operate our computers. Then, wonder of wonders, came the mouse; a great advance. Now, with tablets and Windows 8, we're back to using fingers again!

John McAfee is back in the news again. ABC News reports that John recently addressed the C25V conference in Silicon Valley. He revealed plans for a new company called Future Tense Central who's first offering will be a product called D-Central. This will be a hardware/software product which should make any of its users anonymous and untraceable. Good luck on this venture, John. Sounds like a product many will want to overcome NSA's snooping.

Well, Dick Tracey, Maxwell Smart, Captain Kirk, Fred Flintstone, and Knight Rider had them. Now you can have one too. Samsung has released the Galaxy Gear Smartwatch. Listing at a buck under \$300, the watch currently only works with the Samsung Galaxy Note 3 and Samsung Galaxy 10.1. The Samsung Galaxy S4 should be added soon via a software update. It has a 1.63" touch screen, is 11.1mm thick and 36.8mm wide. It will run apps, make calls,



and has a camera that will take low resolution photos and short video clips. There is plenty about it on the web. However, some of the negatives I've read about

include battery life (about a day with heavy use) and currently not enough good apps. The LA Times article title reports "Galaxy Gear is fun, cool but not worth buying just yet." However, give it a Google search and judge for yourself. ☺

*Meeting Minutes (Cont. from page 3)*

**DRAWING**

- Monitor—John Linder
- Mouses—Greg Lenihan and Cary Quinn
- Joystick—Cary Quinn ☺

**Attendance was much improved at the October breakfast. Digerati flocked to the Country Buffet and enjoyed their passion for tech talk, good food, and fellowship.**



## **Google Offers Free QuickOffice App with 10 GB Storage**

*Published with permission from Ira Wilsker, Golden Triangle PC Club, columnist for The Examiner, Beaumont, TX*

### WEBSITES:

<http://googleenterprise.blogspot.com/2013/09/freeing-quickoffice-for-everyone.html>  
<http://www.google.com/drive/apps.html#quickoffice>  
<https://itunes.apple.com/us/app/quickoffice/id578386521?mt=8>  
<https://play.google.com/store/apps/details?id=com.quickoffice.android&hl=en>  
<https://office.microsoft.com/en-us/>  
<https://office.microsoft.com/en-us/mobile/#a>  
<http://docs.google.com>  
<http://www.libreoffice.org>

It should not be a surprise to anyone that the use of smart devices, including tablets and smart phones, is now beginning to eclipse the use of more traditional laptop and notebook computers, and making inroads on desktop computer use. While many of the traditional battles for desktop software and hardware are starting to ebb, the battle for smart devices is flaring, resulting in the rapid development and availability of significant and powerful new applications (apps). Originally in the realm of full featured desktop and laptop computers, the major software powerhouses are now battling for market share in the increasing crowded field of comprehensive office suites for smart devices.

In the desktop and laptop battlefield, Microsoft's ubiquitous Office, in its many iterations, has become the predominant Office suite, followed by excellent commercial and free competitors including Google Docs, Corel's WordPerfect suite (X6), LibreOffice, OpenOffice, Kingsoft Office, and others. With well over a billion smart devices flooding the world market, and more being sold every day at a much higher rate than more traditional computers, it was only inevitable that the battle for acceptance would turn to the smart device market, with most of these software publishers already releasing, or preparing to release, apps for the smart device market.

When I first obtained an Android device, I downloaded the free version app of Kingsoft Office so I could access and edit most of my Microsoft Office Documents. While adequate, it was not as useful or as powerful as the Microsoft Office that I use as my primary Office suite at

home and at work. One of my daughters has a Windows phone, which she expressly purchased to better enable her to work with Microsoft Office documents while away from work or home. Recently, Microsoft offered a series of apps in Windows (phone and tablets), iOS (Apple iPhone and iPad versions), and Android formats to enable users to access its cloud based Office 365 services, with much of the same usability as users are already familiar with on their desktop and laptop computers. While it is obvious that Microsoft aims at acquiring office market share in the smart device market place, substantial competition is appearing from another powerhouse; Google has made its QuickOffice product available as a free app for iOS and Android devices.

Google has quietly developed a large and loyal following of its free Google Docs service (docs.google.com), where registered (free) Google account holders can "Create, share, and collaborate on the web with documents, spreadsheets, presentations, and more." On numerous occasions, I have uploaded many of my Word documents, Excel spreadsheets, and PowerPoint presentations to my Google Drive (cloud based storage) both for redundant backup purposes, and the ability to access, view, and edit them as desired using any computer and browser with Internet access. Since Google Docs allows secure online collaboration, I have worked on several group projects that required multiple users to have access to specific documents; we all could access the selected files stored on Google Drive, which could then be opened and edited by the authorized members of the group using Google Docs.

With Microsoft heavily promoting its mobile apps for Office 365, Google could not concede Office market share to Microsoft, especially since Google's Android operating system is by far the predominant smart device operating system, with over 75% of the market (compared to only a tiny minority of Windows Mobile users). Prior to September 19, 2013, Google sold QuickOffice for \$14.99 for phone versions (iPhone and Android phones), and \$19.99 for the Android and iPad tablet versions, but as of September 19, QuickOffice is free to all, as long as they have a free Google account. With free versions (apps) that can run on almost any modern Android or iOS (Apple) smart device, Google

*Continued on page 6*

## Request from the Nominating Committee

by Frank Fraser, P\*PCompas

At the meeting on September 7, President John Pearce requested volunteers to fill the nomination committee, who will be searching/asking/cajoling and possibly pleading for you, the members, to fill the necessary Officer and Board positions for 2014.

Myself (Frank Fraser) and Toni Logan answered the call to be on the nomination committee.

During and following the meeting, it was determined that President John Pearce, Vice President and Program Chair Bob Blackledge and Treasurer Dennis Conroy would be willing to stay in their current positions for another year. There was one opening on the Board and we have received possibly two volunteers for that position, (thank you very much).

That leaves the position of Secretary, a very important function of our organization. Without a Secretary to produce minutes, we

cannot continue to function as a Club.

**Also a reminder: Just because we have volunteers for the positions noted above, does not mean that you should not volunteer to run. The more volunteers/nominations we receive for any position the better it is for the Club.**

Everyone, please consider what you have learned in knowledge and gained in experience, and what you can give back to this wonderful organization by volunteering as our Secretary for 2014. Perhaps you cannot be with us every meeting, such as missing one or two, in which case there always seems to be someone who can step in and fill the position for that particular month. Much discussion on the duties of the Secretary took place at the October meeting. It was generally agreed that the business portion of the meeting was required

in the minutes and the around the room and program could be modified to a brief sentence or two. This would make the Secretary's duties much easier for anyone interested in this position. The addition of recording the meeting and posting the audio on the web site would also lead to a much easier job for the Secretary!

Perhaps you cannot support us this year, but you may know someone who would be interested. Please let Toni or I know who you have in mind. If you wish, your name may remain confidential and one or both of us will speak with whomever you suggest.

Toni's contact information is [bradtonilogan@gmail.com](mailto:bradtonilogan@gmail.com) and phone: 719-596-0366

Mine is: [frankfraser47@yahoo.com](mailto:frankfraser47@yahoo.com) and phone: 719-637-1224

We thank you in advance for your support of this great organization. ☺

### Google Offers (Cont. from page 5)

obviously has the marketing capabilities to become the primary purveyor of smart device Office products, much to the chagrin of Microsoft. With its flagship mobile Office 365 product facing stiff competition from Google's QuickOffice, I sincerely doubt that Microsoft will roll over, but instead become an even more intense competitor.

Those who may not be familiar with Google's QuickOffice (or Google Docs) may wonder about what it is; according to a recent post on a Google blog by Alan Warren, head of engineering for Google Drive, "We're making Quickoffice available for free to everyone: students,

businesses, nonprofits, governments, consumers and anyone with a Google account. Simply sign in with your Google account to start editing Microsoft Office Excel, Word and PowerPoint files on your iPhone, iPad, Android phone or tablet."

I downloaded the Android version of QuickOffice to my Samsung smart phone, a 17 MB download, which will run on Android powered tablets and phones with Android version 2.2 or later. Despite the small virtual keyboard on my phone, I was able to create new documents in Word and Excel format, and save them to my existing Google Drive account. I then opened an existing PowerPoint file that was on my Google Drive, and edited it, saving it back to my Google Drive. The main issue that I had using my small Android phone was the limited view due to the small screen on my phone, and encountered some slight difficulty selecting text and images for editing, primarily because of my large fingertips. I was able to open and view stored PDF files without problems, other than the obvious size limitation imposed by the limitations of my small phone screen. As a quick test, I attached a Word file, newly created

<b>Holiday Budget Planner</b>			
<b>Guilt</b>			
Family	\$ 600.00	\$ 713.40	\$ 113.40
Friends	\$ 400.00	\$ 471.50	\$ 71.50
Coworkers	\$ 450.00	\$ 478.00	\$ 28.00
<b>Total</b>	<b>\$ 1,450.00</b>	<b>\$ 1,662.90</b>	<b>\$ 212.90</b>
<b>Travel</b>			
Airfare	\$ 900.00	\$ 865.00	\$ 35.00
Hotels	\$ 1,200.00	\$ 1,040.00	\$ 160.00
Transportation	\$ 200.00	\$ 140.00	\$ 60.00
<b>Total</b>	<b>\$ 2,300.00</b>	<b>\$ 2,045.00</b>	<b>\$ 255.00</b>
<b>Meals</b>			
Concessions	\$ 100.00	\$ 147.00	\$ 47.00
Snacks	\$ 100.00	\$ 140.00	\$ 40.00

Continued on page 7

## **How to Tell a Hardware Problem from a Software Problem**

*Reprinted with permission from [HowToGeek.com](http://HowToGeek.com)*

*Original article at: <http://www.howtogeek.com/174062/how-to-tell-a-hardware-problem-from-a-software-problem/>*

Your computer seems to be malfunctioning — it's slow, programs are crashing or Windows may be blue-screening. Is your computer's hardware failing, or does it have a software problem that you can fix on your own?

This can actually be a bit tricky to figure out. Hardware problems and software problems can lead to the same symptoms — for example, frequent blue screens of death may be caused by either software or hardware problems.

### **Computer is Slow**

We've all heard the stories — someone's computer slows down over time because they install too much software that runs at startup or it becomes infected with malware. The person concludes that their computer is slowing down because it's old, so they replace it. But they're wrong.

If a computer is slowing down, it has a software problem that can be fixed. Hardware problems shouldn't cause your computer to

slow down. There are some rare exceptions to this — perhaps your CPU is overheating and it's downclocking itself, running slower to stay cooler — but most slowness is caused by software issues.

### **Blue Screens**

Modern versions of Windows are much more stable than older versions of Windows. When used with reliable hardware with well-programmed drivers, a typical Windows computer shouldn't blue-screen at all.

If you are encountering frequent blue screens of death, there's a good chance your computer's hardware is failing. Blue screens could also be caused by badly programmed hardware drivers, however.

If you just installed or upgraded hardware drivers and blue screens start, try uninstalling the drivers or using system restore — there may be something wrong with the drivers. If you haven't done anything with your drivers recently and blue

*Continued on page 8*

### *Google Offers (Cont. from page 6)*

on my phone with QuickOffice, and attached it to an e-mail addressed to myself, which I opened on my desktop Windows 7-64 computer. The attached QuickOffice Word file opened flawlessly in my desktop Microsoft Word 2010, with all formatting, fonts, and small graphics precisely as I created them on my phone. I did the same with both Excel and PowerPoint on my phone, and subject to the limitations of my phone's small screen size, the spreadsheet and PowerPoint e-mailed from the phone to my PC all opened and displayed perfectly, without any other issues or problems. Obviously on an Android or iPad tablet, with its much larger screen and easier to manipulate keyboard and desktop, it would be much easier to create or edit Office compatible documents than it is on a much smaller phone factor.

I looked at QuickOffice on an iPhone and iPad, and found it similar to the display on comparable Android devices. QuickOffice for Apple devices, both iPad and iPhone, is a large 59.8 MB download. As I found on Android devices, the display and functionality on an iPad was about the same as it was on an Android tablet, considering the design differences between the Apple and Android products.

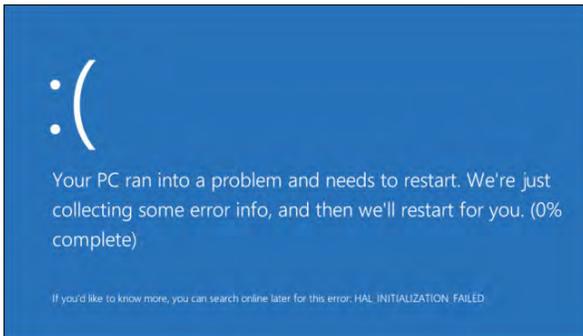
Since anyone can register for a free Google account, including a minimum of 10 GB of free cloud storage on Google Drive, and then download the appropriate free QuickOffice app for Android or iOS, anyone with a compatible smart device can now read, create, and edit Microsoft office files, saving them to Google Drive, or e-mailing them as desired. Once on Google Drive, files can be

securely accessed via any Internet connected device, including PCs, Macs, and other web enabled devices. For those desktop and laptop users who may not have Microsoft Office installed, and who may desire a free competitor to Microsoft Office, my personal choice (free) is LibreOffice ([libreoffice.org](http://libreoffice.org)), which will run on any desktop operating system (including Windows, Mac, Linux, and others), and can open, read, and write virtually any office format in the world, including all of the Microsoft Office formats.

While QuickOffice worked satisfactorily on any Android or iOS device that I tried it on, the usability of QuickOffice is greatly improved on the larger screens of a tablet, but is somewhat hindered on the smaller screen of a smart phone. ☺

*Hardware of Software (Continued from page 7)*

screens start, there's a very good chance you have a hardware problem.

**Computer Won't Boot**

If your computer won't boot, you could have either a software problem or a hardware problem. Is Windows attempting to boot and failing part-way through the boot process, or does the computer no longer recognize its hard drive or not power on at all? Consult our guide to troubleshooting boot problems for more information.

**When Hardware Starts to Fail...**

Here are some common components that can fail and the problems their failures may cause:

- **Hard Drive:** If your hard drive starts failing, files on your hard drive may become corrupted. You may see long delays when you attempt to access files or save to the hard drive. Windows may stop booting entirely.
- **CPU:** A failing CPU may result in your computer not booting at all. If the CPU is overheating, your computer may blue-screen when it's under load — for example, when you're playing a demanding game or encoding video.
- **RAM:** Applications write data to your RAM and use it for short-term storage. If your RAM starts failing, an application may write data to part of the RAM, then later read it back and get an incorrect value. This can result in application crashes, blue screens, and file corruption.
- **Graphics Card:** Graphics card problems may result in graphical errors while rendering 3D content or even just while displaying your desktop. If the graphics card is overheating, it may crash your graphics driver or cause your computer to freeze while under load — for example, when playing demanding 3D games.

- **Fans:** If any of the fans fail in your computer, components may overheat and you may see the above CPU or graphics card problems. Your computer may also shut itself down abruptly so it doesn't overheat any further and damage itself.
- **Motherboard:** Motherboard problems can be extremely tough to diagnose. You may see occasional blue screens or similar problems.
- **Power Supply:** A malfunctioning power supply is also tough to diagnose — it may deliver too much power to a component, damaging it and causing it to malfunction. If the power supply dies completely, your computer won't power on and nothing will happen when you press the power button.

Other common problems — for example, a computer slowing down — are likely to be software problems.

It's also possible that software problems can cause many of the above symptoms — malware that hooks deep into the Windows kernel can cause your computer to blue-screen, for example.

**The Only Way to Know For Sure**

We've tried to give you some idea of the difference between common software problems and hardware problems with the above examples. But it's often tough to know for sure, and troubleshooting is usually a trial-and-error process. This is especially true if you have an intermittent problem, such as your computer blue-screening a few times a week.

You can try scanning your computer for malware and running System Restore to restore your computer's system software back to its previous working state, but these aren't guaranteed ways to fix software problems.

The best way to determine whether the problem you have is a software or hardware

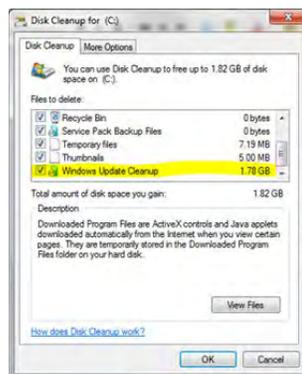
*Continued on page 9*

## Tip: Recover Wasted Space with New Win7 Update

Microsoft has released a Windows 7 update that adds a new option in the Disk Cleanup tool called Windows Update Cleanup. With it, you can free up several gigabytes of hard drive space from the bloated Windows Updates folder.

Windows Updates can be terrible space hogs. Windows saves every security update and hotfix—even if they're superseded by new updates—in the WinSxS directory. You can't just manually delete everything in that folder, because some files are needed just in case a system file gets corrupted or you need to roll back a Windows Update.

So that's where this new Windows Update comes in. Released recently for Windows 7 SP1 machines, KB 2852386 adds the ability to cleanup all the obsolete updates in the WinSxS folder. It's a "recommended" update but not "critical," so you might not have installed it yet. You can either



do a Windows Update to download it or head to the Knowledge Base article to grab it from there. (Note: Windows Update Cleanup is included in Windows 8.1.)

Once you have it installed, run Disk Cleanup and click the "Clean up system files" button to find the new Windows Update Cleanup option. Note that running this cleanup will prevent you from uninstalling any updates you have currently applied, but you can manually download and install previous update versions if you ever need to rollback. ☺

## Remnants of CoSNUG by Ann Titus, P\*PCompAS

Did you know that a remnant of CoSNUG remains viable? Marty White and Ann Titus offer a PC Workshop on the first Wednesday of each month from 9:30 AM to 11:30 AM. The workshop is held at the Colorado Springs Senior Center located at 1514 N. Hancock Ave. It is a very low key, informal group where ideas, concerns, and questions for computer-related problems are considered. Each month new topics are presented and discussed.

If you know of anyone who might enjoy this kind of computer assistance, please pass on the information. Contact [Martyjwhite5@gmail.com](mailto:Martyjwhite5@gmail.com) or [asdt2632@yahoo.com](mailto:asdt2632@yahoo.com). ☺



### Hardware of Software (Continued from page 8)

one is to bite the bullet and restore your computer's software back to its default state. That means reinstalling Windows or using the Refresh or reset feature on Windows 8. See whether the problem still persists after you restore its operating system to its default state. If you still see the same problem – for example, if your computer is blue-screening and continues to blue-screen after reinstalling Windows — you know you have a hardware problem and need to have your computer fixed or replaced. If the computer crashes or freezes while reinstalling Windows, you definitely have a hardware problem.

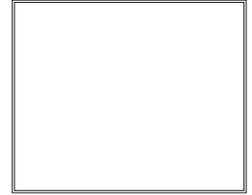
Even this isn't a completely perfect method — for example, you may reinstall Windows and install the same hardware drivers afterwards. If the hardware drivers are badly programmed, the blue-screens may continue.



Blue screens of death aren't as common on Windows these days — if you're encountering them frequently, you likely have a hardware problem. Most blue screens you encounter will likely be caused by hardware issues.

On the other hand, other common complaints like "my computer has slowed down" are easily fixable software problems. When in doubt, back up your files and reinstall Windows. ☺

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**Coming Events:**

**Next Membership Meeting: 2 Nov, beginning at 9 am (see map below for location)**

**Next Breakfast Meeting: 16 Nov @ 8 am, Country Buffet, 801 N. Academy Blvd.**

**Newsletter Deadline: 23 Nov.**

Check out our Web page at: <http://ppcompas.apcug.org>

