Bits of Bytes

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

Volume XXXVI | October 2016 | Issue 10

Next P*PCompAS meeting: Saturday, 1 October 2016
No topic has been announced at this time.

Meeting Minutes

by Toni Logan, Secretary, P*PCompAS

The call to order for the 3 September 2016 meeting this morning was by Vice President Harvey McMinn at 9:15 am. The minutes of the last meeting were approved as printed in the newsletter.

OFFICER REPORTS

The Treasurer's report was given by Bill Gardner. We have $6107.59 total in the bank. The only addition was a small interest amount.

Editor Greg Lenihan reported that the newsletter deadline is on Saturday, September 17, 2016, the same day as the breakfast.

APCUG Rep Joe Nuvolini reported on the APCUG conference that will be held in Las Vegas on Oct 21, 22, and 23. Peter Rallis said that all the less expensive rooms were gone for the conference. A list of presentations for the conference are on the APCUG website.

OLD BUSINESS : None

NEW BUSINESS

Elections will be held in December and so far the Treasurer and Secretary have offered to stay on. There is a need for President and Vice-President nominations.

AROUND THE ROOM

The audio of the business meeting and Around the Room is posted on our PPCOMPAS website.

PROGRAM

Ann Titus presented a compilation of videos on Dropbox. Lynda.com is free at the PPLD in case you want to pursue this subject or others further.

Ann Titus giving the September presentation about Dropbox.

DRAWING

WinCleaner—Norm Miller
Camera—Gene Bagenstos
System Cleaner—Disk Paul Godfrey
Window Marker—Bob Blackledge
Router—Pat Krieger
Extender—Dennis Conroy ☺

A Nuggette from Nuvo

by Joe Nuvolini, P*PCompAS

I updated all three of my Windows 10 computers to the Windows 10 Anniversary version. The first was my circa 2011 Toshiba netbook. I didn't time it, but it took quite a long time in spite of the solid-state hard drive I had installed. The Atom processor is notoriously slow and that was probably the cause. There were no glitches and it seems to be running well. Next

was my older Dell desktop. It took about three hours and again I experienced no problems. The last was my newer Lenovo laptop. It also had a solid-state hard drive and it took only 70 minutes. Again, no problems were evident. I know John has also written about updating the club's laptop but I thought I would pen this short note just to encourage all to go ahead and take the plunge. It appears that all the glitches we heard about when the Anniversary update was first released have been fixed. Good luck! ☺

----====Good News====----

It was mentioned at the September breakfast that our meeting in December should be back on the first Saturday of the month instead of the week following. ☺

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P*PCompAS

Meeting Minutes 1

Nybbles and Bits
by John Pearce, P*PCompAS

Two things for this month. First, the PPCompAS notebook PC now has the Windows 10 Anniversary Update installed. The process was uneventful although time consuming. Below is a quick summary of the process.

Initially, only the September updates were available to install. It took about two hours to download the September updates and get to the point of being ready for a restart. The restart required about 10 minutes. After the restart, I opened Firefox and discovered it wanted to update to version 48.0.2. The Firefox update took about two minutes. I opened the Chrome browser and it reported being up to date.

Checking the Update and Security Settings again showed it was downloading the update titled "Feature update to Windows 10, version 1607." I'm not sure how much time was required for the download to complete because I don't know when it started. The Anniversary Update installation took about two hours after clicking the 'Restart now' button.

Joe Nuvolini had warned me that the VLC player might not have any audio (sound) after the update. Sure enough, there was no audio output from VLC player. I clicked VLC player's Help, and then Check for Update. The update to version 2.2.4 was offered, so I installed it. That fixed the audio problem.

Second, the September Windows 10 Update package includes an update for Adobe Flash player. At the time of this writing, the latest version of Flash for Windows is 23.0.0.162. Microsoft handles the download and update for both the Edge and I.E. browsers in Win 10. If you have the Firefox browser installed in Win 10, Flash has to be updated separately. You can check all the plugins for Firefox using the URL https://www.mozilla.org/en-US/plugincheck/. If you are running an earlier version of Windows, be sure to check the version of Flash at http://www.adobe.com/software/flash/about/ and upgrade it if necessary. ☺

TIP: You may have set Google Chrome as your default Web browser, but Microsoft isn't done pushing its new Edge browser at you. For instance, if you try to open an HTML file that's stored on your hard drive, Win 10 will ask if you want to continue using Chrome for this type of file or if you want to use Edge. This annoyance can be fixed via old-fashioned Control Panel.

Open Control Panel and enter "set default" in its search box (upper right corner). Select "Set your default programs" and you will see a list of installed programs. You can tell Windows to use any program for all types of files it can handle, or specify individual file types that should be handled by that program. ☺

A Powerful Trick to Fix an Unstable Computer

by Kim Komando (tip from 6/21/16)

I'm going to start by admitting this isn't the most exciting topic in the world. We're going to be exploring the inner workings of Windows, which any tech will tell you is far from a bundle of laughs.

On the other hand, knowing this one thing can help you fix some big computer problems yourself. That saves you money and - sometimes - your sanity.

I'm talking about - drum roll, please - processes. If that word means nothing to you, that's OK, you're not alone.

Simply put, a process is the active part of a running computer program. If a process starts having problems, it can slow down your computer and cause software to freeze.

Knowing your way around computer processes is important when you need to troubleshoot a problem.

Warning: Before we start, I need to make a disclaimer. You should avoid messing with computer processes unless you have a good reason to do so. Killing the wrong process can freeze or crash your computer.

There are a few ways to see what processes your computer is running. The easiest is to bring up Windows' built-in Task Manager. Just use the keyboard shortcut CTRL + SHIFT + ESC and go to the Processes tab.

You'll see the process name, how much of your computer's processing power it's using, how much memory it's hogging and - sometimes - what programs use it. Unfortunately, not every process is clearly labeled.

Windows 10 and 8 present process information in a much friendlier way than Windows 7 or Vista. If you're on Windows 7 or Vista, however, you'll probably want to pick up the program Process Explorer. It gives you more information than Task Manager and is easier to understand.

Here are some ground rules for Task Manager and Process Explorer before we continue.

The majority of the processes running on any computer are Windows processes. You want to leave these strictly alone. The only exception is if Windows itself is malfunctioning and then you may have to examine them.

The way you can tell is if the CPU or memory numbers are off the chart, but none of the non-Windows processes seem to be the problem.

If that's the case, in Process Explorer, go to View >> Show Processes from All Users. This will load up the Windows' processes. Windows 10 and 8 should have these processes listed at the bottom of Task Manager already.

Windows processes are a little tricky because several might have the same name. For example, there might be a handful of "svchost.exe" processes running, and the Windows error message you got only says "svchost.exe encountered an error."

To see what programs or Windows services might be using each process, hover your cursor over the process name and it will tell you what parts of Windows are using it. Then you can think about what you were doing when

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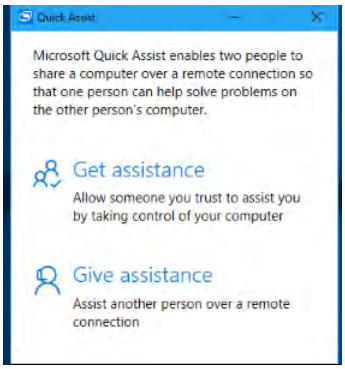
The digerati turned out in September to welcome the arrival of fall. The leaves are beginning to put on a show and football is in the air. Or is it vice versa?

How to Use Windows 10's "Quick Assist" to Remotely Troubleshoot a Friends's PC

By Chris Hoffman, reprinted with permission from HowToGeek.com

Original article at: http://www.howtogeek.com/268808/how-to-use-windows-10s-quick-assist-to-remotely-troubleshoot-a-friends-pc/



Windows 10's Anniversary Update brings a new "Quick Assist" feature. Built into Windows 10, Quick Assist allows you to take remote control of another person's computer so you can help them troubleshoot it. It works similarly to Remote Desktop, but is available on all editions of Windows 10.

Quick Assist is really just the modern replacement for Windows Remote Assistance. It's similar, but simpler and easier to use. You don't have to e-mail an invitation file back and forth.

When You Should Use Quick Assist

This tool is designed for quickly assisting someone with a problem (as the name implies). If you're

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Unstable Computer (Cont. from page 3)

you got the error message and what program or service could be responsible.

Assuming Windows isn't acting up, in Process Explorer go to the Explorer.exe group. Explorer.exe is the program that runs the front area of Windows. It creates the taskbar, file browsing, and it lets other programs run.

Under Explorer.exe you'll see processes for running programs, which are labeled with the program executable name. For example, Firefox would appear as "firefox.exe." Process Explorer itself shows up as "procexp.exe" or "procexp64.exe." In Windows 8's Task Manager, you'll just see the program names.

Most processes are easy enough to figure out. However, if you're stuck you can hold the mouse cursor over a process name. This brings up a tooltip window showing the folder path to the executable file. Usually one of the folder names will be the program name.

If you are really stuck on figuring out a process, go to Google. Type in the process name and click Search. You should be able to find what the process does fairly quickly.

So where do processes come in handy? Well, your computer might be feeling sluggish on a regular basis. Open up Task Manager or Process Explorer and check the CPU and memory columns for each process.

You might find one process is using 100 percent - or close to it - of your CPU for a long period of time. Open up the program associated with the process and see what it's doing.

If it doesn't appear to be doing anything, restart it and keep an eye on it for a while to see if it starts hogging your processor again.

For essential programs performing important tasks, like security software, see if you can schedule the task for a time when you aren't using the computer.

For programs that don't appear to be doing anything but are using up resources, try updating the program to see if that helps. In the worst case, you might need to find a replacement that works better on your system.

Sometimes, programs that are acting up won't respond if you close them, so you have to stop the process directly. In Windows 10 or 8, select the process and click the End Task button. In Process Explorer, right-click on the process and select Kill Process.

Aside from processor use, there is also the possibility of a memory leak. This is when a program uses more and more memory until the computer crashes.

Task Manager and Process Explorer let you watch memory usage for each process. You can see which ones keep getting bigger. Some programs - like web browsers or graphics programs - will use a lot of memory normally, but they'll usually stay around the same amount. You're looking for a program that keeps growing and never stops.

Try restarting any offending programs and see if that helps your computer. You should also keep track of how long it takes for the programs to hog your memory again. If you have a program that won't stop hogging memory, update it or find a replacement.

Finally, you might run across a process that is actually a front for a virus. Many viruses disguise themselves as common program or Windows process names. So, if a process isn't matching up with a program or you can't bring it under control, go through my steps for detecting and removing a virus.

Task Manager and Process Explorer are only meant for troubleshooting. Stopping or suspending a process only lasts until the next reboot. ☺

Quick Assist (Cont. from page 4)

talking to a family member or friend on the phone, for example, and they say they have a computer problem, you can use Quick Assist to quickly connect to their PC, view their desktop, and interact with it to solve the problem–or just show them how to use their PC.

Because it's built into Windows and is easy to use, it should be easy for you to talk the other person into setting up the connection.

However, this feature requires the other person help initiate the connection. You can't just remotely connect whenever you want–your family member or friend must be sitting at the PC to grant you access when you connect. You'll need a different remote desktop solution if you want to connect whenever you like without needing the other person's help.

To do this, both your PC and the other PC will need to be running Windows 10 with the Anniversary Update installed. The older Remote Assistance feature is required for older versions of Windows.

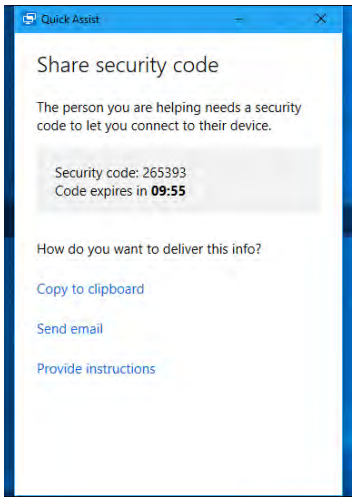
What You Need to Do

First, open the Quick Assist application by searching your Start menu for "Quick Assist" and launching the Quick Assist shortcut. You can also navigate to Start > Windows Accessories > Quick Assist.

Assuming you want to help someone else by remotely accessing their computer, click "Give Assistance".

You'll then have to sign in with your Microsoft account. After you do, you'll receive a security code that expires in ten minutes.

If your code expires, you can always just click "Give assistance" again to get a new one that will be valid for another ten minutes.



What the Other Person Needs to Do

You'll then need to talk your friend or family member through opening the Quick Assist application on their PC. You can do this over email, via text message, or on the phone.

They'll need to open the Start menu, type "Quick Assist" into the search box, and launch the Quick Assist application that appears. Or, they can navigate to Start > Windows Accessories > Quick Assist.

They'll then need to click "Get Assistance" in the Quick Assist window that appears.

At this point, they'll be prompted to enter the security code you received. They must enter this code within ten minutes from the time you received it, or the code will expire.

The other person will then see a confirmation prompt, and they'll have to agree to give you access to their PC.

You're Now Connected

The connection will now be established. According to the Quick Assist dialog, it may take a few minutes before the devices connect, so you may have to be patient.

Once they do, you'll see the other person's desktop appear in a window on your computer. You'll have full access to their entire computer as if you were sitting in front of it, so you can launch any programs or access any files they could. You'll have all the privileges the computer's owner has, so you won't be restricted from changing any system settings. You can troubleshoot their computer, change settings, check for malware, install software, or do anything else you would do if you were sitting in front of their computer.

At the top right corner of the window, you'll see icons that let you annotate (draw on the screen), change the size of the window, remotely restart the computer, open the task manager, or pause or end the Quick Assist connection.

The other person can still see their desktop as you use it, so they can see what you're doing and follow along. The annotation icon at the top right corner of the window allows you to draw annotations on the screen to help communicate with the other person.

At any time, either person can end the connection simply by closing the application from the "Quick Assist" bar at the top of the screen.

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Find Your Tech Support Match

By Nancy DeMarte, 1st Vice President, Sarasota Technology User Group, FL, www.thestug.org, ndemarte (at) verizon.net

We all run into occasional problems with our computers and digital devices. Finding the solution can be a nightmare, especially if the problem is unique or you are not fluent in tech terms. There is a wealth of support available, but it's a matter of finding the right kind of help to fit your kind of problem and your learning style. Let's take a look at some of the popular support options and the kind of people who might benefit most from them.

Good options for people who learn best by reading:

Website support: A visit to the website most closely related to your problem can often give you the answers you need, even if your device is past warranty. If your computer isn't working properly, for example, or you need to update drivers, you can go to the website of the computer's manufacturer and search its Support pages. If you need help understanding how to use a certain feature of your device, you can go to the manufacturer's site and download a User Manual for your model. Or you can try the Frequently Asked Questions list (FAQ). These are questions most commonly asked about the product with answers by support professionals. Most large sites also have Discussion forums where you can post a question or search through questions on your topic and find answers.

Google it: Some people say that whenever they have a tech problem, they type it into the Google search box and often find the answer. This approach is fine if you can sum up your issue accurately and choose the right website. Be aware that not all independent blogs or tech help sites have correct information. And in these dangerous times, not all are legitimate. Choose sites familiar to you, like pcmag.com or cnet.com; they are more likely to be reputable.

Good options for people who prefer to interact with a real person:

Tech phone support: This was the standard method in the early days of personal computers. It is still a viable option if you are experienced enough to be able to explain your problem and possibly make changes to your device while on the phone. The advantage is you get to speak with a real person. Disadvantages may include a long wait time before reaching the right person and being unable to understand unfamiliar accents.

Live Chat: If you don't like phone support, you can still get personal support by trying Live Chat, which is found on many website support pages. Live Chat doesn't involve talking; it's done by typing, much like a text message, but in real time. You request a chat session by clicking a link and choosing or typing your problem

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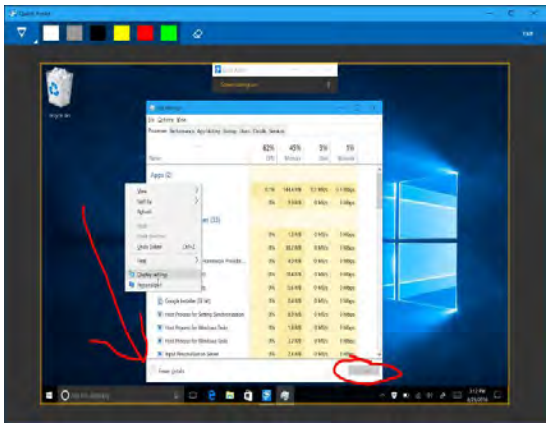
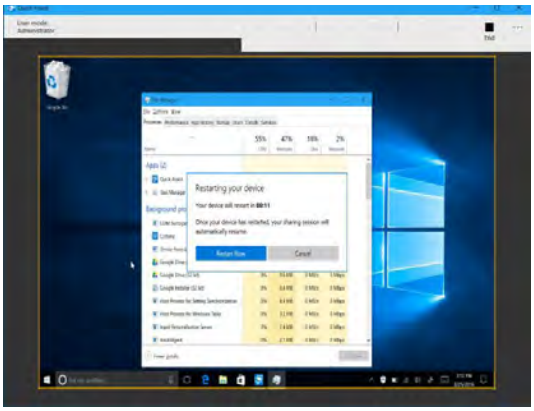
Quick Assist (Continued from page 5)



Watch out when modifying network settings. Some network setting changes may end the connection and require you re-initiate the Quick Assist connection with the other person's help.

The "remote reboot" option is designed to reboot the remote computer and immediately resume the Quick Assist session without any further input. This may not always work properly, however. Be prepared to talk the other person through signing back into their PC and re-initiating the Quick Assist session if there's problem and this doesn't happen automatically. ☺



What's the Difference Between an App and Application?

By Leo Notenboom, https://newsletter.askleo.com; published under the Creative Commons License

"App" and "application" are two terms that in years past have been used interchangeably to refer to computer programs. In Windows 10, the difference between them has become significant.

Yes, there's a difference.

In one of the more frustrating recent turns of terminology, the term "app," which one might *think* is shorthand for "application," now more commonly refers to something quite specific and quite different.

The adoption of the app/application difference in Windows started in Windows 8, and is carried forward in Windows 10 with a vengeance. It's driving people who are trying to explain things – you know, people like me – absolutely nuts.

And, particularly when it comes to Windows 10, the distinction turns out to matter.

App and application: both are programs

One thing we can agree on is that everything is a computer program. Whether you call it an "app," an "application," or something else entirely, what we're really talking about is software – a program running on your computer.

A program is nothing more than a series of instructions that tell your computer what to do. Be it to draw a picture on the screen, accept some input from your keyboard, print something to your printer, or communicate in some form across the Internet, it's all done by nothing more than very carefully coded and often very complex series of instructions. Instructions boil down to "do this," "now do that," "do this," and so on, with the occasional "if this is the case, then do that instead" thrown in.

Every app, every application – even an operating system like Windows itself – is nothing more than a computer program built using lots and lots of combinations of instructions.

One definition: size matters

I ran across a relatively simple definition in my research: apps are small applications. Apps do one thing (or a few things), whereas applications are designed to do "more." So a calculator might be considered an app,

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Tech Support (Continued from page 6)

category. A chat window opens and a support person types you a "Hello, my name is __. What can I help you with today?" message. You type back what you know about your problem, and he or she attempts to resolve it. The big advantage is you are interacting with a real person without having to think quickly, as you might on the phone. Plus, your person will help you narrow down your issue and, if not solve it, transfer you to someone who can.

Good options for those who learn best by seeing it done:

Video Tutorials:. If you like hands-on demonstrations, a good choice is the video tutorials on tech websites (Microsoft has excellent ones) or on YouTube, where you can search for videos on practically any topic and watch it being done and explained. A lesser known, but excellent website with many instructional videos on computer topics is a North Carolina site sponsored by Goodwill. Go to http://www.gcflearnfree.org/technology.

Remote assistance: These days it's not uncommon for a phone support or live chat person to offer to access your computer remotely and make changes to it to resolve your problem. If you have initiated the request for help, and the support person is employed by a reputable company, you can be quite confident that your computer will not be compromised during this process. You will be asked for permission before the person begins remote assistance. You sit in front of your computer and watch what's going on. You may be asked to participate, such as logging into your device yourself to protect your password. Be sure you have a good backup of your data prior to using this option.

If you've tried everything:

Take it to the shop: If you have what appears to be a serious hacking or malware breach or mechanical problem with a device, taking it to a reputable repair shop or having a tech person come to your home may be your best solution. Yes, it will cost you something, but if you've tried other options and still have an unworkable device, this may be the answer.

Good help is out there. Know your style and choose a support method that matches it. ☺

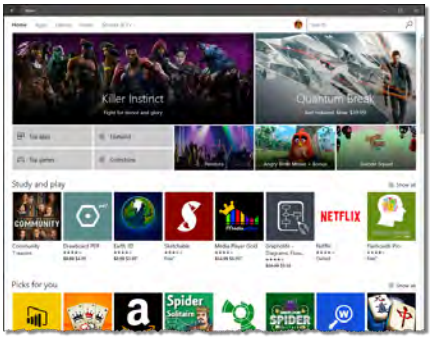
App vs Application (Cont. from page 7)

but Microsoft Excel would be an application.

It's a reasonable rule of thumb, but it also breaks down. For example, just how much "more" does an app have to do before it qualifies as an application? Consider that calculator: we could keep adding features and functionality to it until it became the equivalent of Excel. Where, exactly, does it stop being an app and become an application?

Another definition: source matters

As best I can tell, the Store app in Windows 10 provides only apps, not applications. In fact, it's possible that Windows 10 apps *only* come from the Store. (Though it does seem to draw a distinction between a "game" and an "app" for some reason. I'm treating them both as apps in this discussion.) In addition, the software and utilities that come pre-installed with Windows are also apps.



Yet another definition: style matters

Currently, one of the ways to determine if something might be an app or an application in Windows 10 is to note its window style. What we might consider the flatter, tiled look introduced in Windows 8 would likely be an app:

On the other hand, a window with an application icon to the left in the title bar, as well as a more traditional menu interface, might be that of an application:

I'm not certain how long this distinction will hold true, however, as more and more applications are adopting the tiled appearance so as to operate more effectively on tablets and other devices without mice or keyboards.

Probably the real definition: implementation details

When it comes to Windows 10, the "real" definition is very likely that apps are implemented in a specific way, using specific technology. More precisely, apps are implemented using the "Universal Windows Platform", UWP, standard. Applications are not.

This standard allows applications to be written once and then run on multiple different types of Windows platforms, from phones to desktops. This, then, accounts for the similarity in the tiled style, as well as the single-store delivery mechanism.

So, how do you tell how a particular program was implemented? You don't. You'd use the other factors above – size, source, and style – to make a best-guess determination. If it's a small program with a tiled-looking interface that you got from the Store in Windows, then it's almost certainly an app. If it's a large behemoth of a program that you downloaded from some website, that's an application.

Confusion reigns

Perhaps the most obvious example of the confusion that abounds is the app and application I used as an example of the difference in style.

- They're both Skype.
- They're both running in Windows 10.

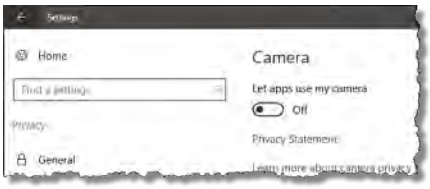
One is an app, the other an application.

The Skype preview *app* was pre-installed on the machine. The Skype desktop application was downloaded from the web and installed. And they both work. (Why do both exist? Your guess is as good as mine. My guess is simply that including a Skype app in Windows is a move on Microsoft's part to promote the software, and the older application download continues to exist for other Windows versions. The application is currently more fully featured, but I'd expect the app to get more of those features over time as well.)

Why it matters

Normally, I'd be content to let the terms just intermingle as they have been for some time, considering "app" a kind of generic shorthand for "application," where both simply mean "computer program."

Unfortunately, I believe that Windows – specifically, Windows settings and preferences – uses the term "app" in a *very* specific way that requires we know the difference. For example, in the Windows Settings app, under Privacy, in Camera, is the phase "Let apps use my camera," with an On/Off setting.



I take that to mean that only *apps* – in fact, probably only apps developed using that UWP standard – pay attention to this setting. *Applications* that might use a camera would not. The Skype *app* would pay attention to this setting,

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Clean Up Your "Zombie" Accounts

By Greg Lenihan, P*PCompAS

With the Yahoo hack that was announced just this week, affecting 500 million victims, I was reminded of an article I read a few months ago on the *Wired* site. MySpace, once a dominant social media network, disclosed that it was the victim of what many said (at that time) was the largest data breach yet. It was reported that 427 million unsecured passwords were stolen from an old version of the platform. Most of the estimated 360 million affected users probably did not even realize they still had a MySpace account and credentials, which means many of those passwords are leftover, unused, or so-called "zombie" accounts.

The biggest risk posed by zombie accounts is related to passwords. Even passwords stolen in breaches of zombie account data may in fact be the same passwords that affected users still actively use on other sites. All an attacker has to do is connect the dots between old social media accounts and current users of other sites, which is not as difficult as you may think. I am guilty of this, and along with many people, reuse - or never change - passwords. Many are prone to overshare on social media sites, giving an attacker trackable information about the user. The attacker can then use the old account data to breach banking, social media or other accounts of their victim.

Yahoo claims that their passwords were "hashed" (converted into randomized characters) and the majority were encrypted. The Yahoo hack and the MySpace hack supposedly happened several years ago. If you have a dormant account somewhere, do you even remember your old password, so you can close the account or change that password?

This is a reminder for you to be aware of and clean up any zombie accounts that might still be active on sites you no longer use. Also, create strong, unique passwords for each of your online accounts, change them frequently, and always be on the lookout for phishing attacks that may be the result of data breaches. ☺

TIP: Cortana, Microsoft's answer to Siri, is in your face from the moment you install Win 10. Cortana can be shut up, but it's difficult to make her go away entirely, especially if you have installed the new Windows 10 Anniversary Update.

If you failed to click "No, thanks" during Setup to prevent Cortana's awakening, you can disable her Bing-searching ability. Then local searches will turn up only files and settings on your local machine, and Cortana will not make suggestions. But Cortana's settings are not easily found. Here are the steps:

Click in the search box on the taskbar to open the Cortana window pane. Click the three-line "hamburger" icon in the pane's upper-left corner. Click on "Notebook" and then the gear icon (Cortana Settings). At the top of the settings menu is a switch labeled, "Cortana can give you suggestions…" Slide that switch to "off."

If you want to completely disable Cortana after installing the Windows 10 Anniversary Update, you'll have to fiddle with the Windows registry. That's a bit geeky, but if you want to try, follow these instructions. Click Start, type REGEDIT and then press Enter. Find the key "HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Windows\Windows Search". (If that key doesn't exist, you'll need to create it.) Next create a DWORD value named "AllowCortana" and set it to 0. After logging back into Windows, you'll see the search box has changed from "Ask me anything" to "Search Windows." ☺

App vs Application (Cont. from page 8)

whereas the Skype *application* that I downloaded from the web would use the camera regardless of how this setting was set.

At a minimum, then, understanding the difference between an app and an application is key to understanding just what impact your Windows 10 settings and preferences might have. ☺

P*PCompAS Newsletter
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Coming Events:
Next Membership Meeting: 1 October beginning at 9 am (see directions below)
Next Breakfast Meeting: 15 October @ 8 am, Country Buffet, 801 N. Academy Blvd.
Newsletter Deadline: 22 October.

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