

Bowie Seniors Computer Club Minutes for February 3, 2011

Carl Bulger presided.

New Members:

Antoinette 'Toni' Hundley

Dave Gleason

Bob Rapczynski and Barry Hammond demonstrated how to replace certain computer components.

Bob demonstrated how to disconnect and remove hard drives and CDROM and DVD optical drives.

Barry demonstrated how to replace a power supply. Along with a replacement power supply he purchased a cheap (approximately \$20) power supply tester. The new power supply tested OK, The +/- 12V, +5V, +3.3V were displayed on the LED readout after their respective cables were connected to the tester and the power was turned on. Surprisingly, the old power supply ALSO tested OK. Since the computer didn't turn on with the old power supply and performed normally with the new power supply, we can assume that there is something wrong with either the tester or our testing technique.

Bob had several old power supplies just in case I had been unable to get a replacement. One or two of those power supplies tested bad.

It's not uncommon for the motherboard to fail at the same time as the power supply fails. If that happens, you can order a new motherboard. Depending how old

the motherboard and computing processing unit (CPU) are, that might be an occasion to upgrade rather than simply replace.

Replacing the motherboard will also require buying a new copy of Windows. You can get an OEM version for about half the price of a retail copy if you buy it along with one of more parts for your computer. An OEM copy requires you to supply your own support. I've had one in one of my computers for almost five years without noticing any lack of support by Microsoft. Bob Blum pointed out that there's plenty of help out there on the internet. He also recommends consulting a book with troubleshooting flow charts when trying to diagnose computer problems. One good example is Morris Rosenthal's Computer Repair with Diagnostic Flowcharts, Revised Edition, 2008, Foner Books (www.fonerbooks.com), ISBN 0-9723801-7-5 \$14.95

To find help on the internet, Google, "How to enter whatever you want help or information on." Google will provide so many choices, you'll have trouble choosing which article or video to click on. Here is one example for each of several components:

How to replace a power supply: <http://tech.blorge.com/Structure:%20/2009/01/03/how-to-replace-a-desktop-pc-power-supply-unit-psu-tutorial-with-pictures/>

How to install a CD/DVD drive:

http://compreviews.about.com/od/tutorials/ss/DIYCDDVD_10.htm

How to replace the motherboard and CPU: http://www.fonerbooks.com/r_mother.htm

How to install an extra hard drive in a desktop computer: <http://www.youtube.com/watch?v=xN59W-56p3I>

Computer Problems:

Vic Kiviat last meeting reported a problem his son had in accessing Comcast webmail using Outlook 2003. Today he reported that when his son disconnected from the internet, he was able to access his email stored on the computer.

Vic also mentioned that he has been using the beta version of Internet Explorer 9 and finds very little difference between it and Internet Explorer 8. Version 9 is supposed to have better protection against malware-hosting websites.

Dave Gleason said the CD portion of his CD/DVD burner works, but the DVD burner does not. Eric Hein remarked that the resolution of DVDs is much higher than CDs, which means that the laser beam must be more finely focused and aligned. Eric suggested another possible cause might be that CODECs for Audio/Video files may be defective or missing.

Carl Bulger's computer had a serious malware infection last year.

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After trying AVG, MalwareBytes, and the Geek Squad without success, he bought and installed Kaspersky Anti-Virus, which successfully removed the offender. Now, he has a problem with Kaspersky. He gets a message that "Your blacklist is corrupted." A blacklist is a list of bad websites, malware, etc., that you need to avoid. But Carl can't solve the problem because he can't download new malware signatures, rendering Kaspersky ineffective against new malware and newly listed dangerous websites.

Dave Gleason recommended Hit-Man Pro. He mounted it on a flash drive and was able to get rid of a malware called Thinkpoint that had plagued his computer. Here's where you can download a copy for a 30-day free trial. It is \$19.95 to buy. This won't solve Carl's problem with Kaspersky but is somewhere to turn if you have a bad malware infection like Carl had last year.