

# Bowie Seniors Computer Club Minutes for Nov. 19, 2009

Carl Bulger presided.

Vic Kiviat took a head count of those planning to attend our luncheon on Dec. 17 at Old Country Buffet in Laurel beginning at noon.

He also announced a Google Group meeting in the Conference Room on Tuesday, Nov. 24 at 1 pm for those interested.

## Computer Problems:

When Norton System Works and Norton Go Back prevent using hardware adapters to view files or cause other problems, one solution is to remove them using Norton Removal Tool, which can be downloaded from Norton's website.

Jerry Kursban brought his Canon PIXMA MP-830. It will no longer copy or print. We plugged it in, tried various buttons and read the thick Operating Manual. No luck! I have one that has functioned well for two or three years.

I complained about MSN Premium crashing. When it came back my complete address list was gone. It was restored later in the day. This has happened three times in the last few weeks.

Vic Kiviat said a friend's old Windows XP machine (not upgraded) won't recognize a USB Flash Drive. Someone suggested that the Flash Drive might be designed to only work with USB 2.0 ports.

His friend's old computer probably has USB 1.0 ports. In either case, the Device Manager should be opened (Start > Control Panel > System > Device Manager) to see if the USB ports are enabled and have the proper drivers.

Ted Tuck has an 8 year-old XP machine. It allows him to upload from a flash drive but not to download to the flash drive. Any ideas why? One possibility is the same as for Vic's friend's old computer: USB 1.0 instead of USB 2.0.

Earl Webb's wife wants to edit PDF files and documents. We pointed out that PDF files and documents are generated to prevent recipients from altering the contents. However, there are expensive applications that can edit PDF files. Adobe's Acrobat is probably the best known example. Microsoft Word and Open Office's Write will allow you to export a document in PDF form. PDF is what we use for most of the files and documents we post to our website.

Ted Tuck wanted to know if production versions of Windows 7 allowed the installation of either the 32-bit or the 64-bit version. The fully paid versions come with both versions on the installation disk. OEM (Original Equipment Manufacturer) versions come with one or the other.