

Dan Lee presided.

Visitor and new member: Toni Cager

Informal Discussion of Computer Problems, etc.:

Toni Cager's computer keyboard freezes if she accidentally holds the right shift key down too long. The mouse is not affected. She has to restart the computer to get the keyboard to work again. Eric Hein was able to duplicate the problem on the Center's laptop. Eventually, after much experimentation and many suggestions, the solution for a computer using the Windows XP operating system appears to be:

START >> CONTROL PANEL >> ACCESSIBILITY OPTIONS >> uncheck FILTER KEYS

For a computer using Windows 7:

START >> CONTROL PANEL >> EASE OF ACCESS CENTER >> MAKE THE KEYBOARD EASIER TO USE >> uncheck TURN ON FILTER KEYS

Enar Sanders can't print the playlist of a group of audio files he has selected to burn to a CD or DVD or download to a flash drive or MP3 player.

Eric Hein suggested moving the stack of audio files to the Music Library and using a Screen Capture program to image the list. For Windows XP, he could use the version of WinSnap that Eric has put on our website's Freeware page. Windows 7 has a Snipping Tool in the Accessories folder that can be used for screen captures.

Bob Blum suggested the freeware version of AShampoo, which allows you to "rip" the songs, then go to AShampoo, list them, and take a screenshot.

Vic Kiviat offered the following procedure:

#### iTunes- How to print CD inserts and Playlists

Print CD inserts and song or album lists

You can print a list of the songs in your library or a selected playlist to use as a CD jewel case insert, or simply to have a song or album list.

To print a CD insert, or a song or album list:

Submitted by Barry Hammond, Secretary

1. Click Music (below Library), or select a playlist.
2. Choose File > Print.
3. Select a Print option.
4. Choose a theme from the Theme pop-up menu and click Print.

Charlotte Melichar's HP 6500 Wireless Printer has four ink cartridges. Although she prints in only in **black** ink, her printer is using **red** ink. Why?

It's probably using the other colors, too. When an inkjet color printer is turned on, it squirts a tiny amount of ink out of each cartridge to clear the tiny holes through which the ink squirts in case ink has dried in the hole.

Walt Dennison has moved from a computer with an XP operating system to a laptop with a Windows 7 operating system. WordPerfect won't work on the Windows 7 computer. He's not sure whether it is an incompatibility between Windows 7 and WordPerfect or between Microsoft Office and WordPerfect. Dale Grant and Bob Blum suggested that he download and install OpenOffice to see whether OpenOffice will read files with the WordPerfect extension .wpf.

Walt is also having difficulty getting Scrolling to work on the touchpad. In the touchpad settings he has widened the scroll margin and increased sensitivity and it still doesn't work.

Carl Bulger's desktop with the XP operating system has another virus/malware infection. There are no icons and clicking on the desktop doesn't bring them back or bring up a menu with that option. He can still find programs by clicking on the programs button to bring up the list of programs. He's had a guy from Geeks On Call spend several hours on the problem without success.

Bob Blum suggested a trojan horse remover called "Trojan Remover version 6.8.2" from SimplySuper.com. He also suggested scanning the registry for errors with Wise Registry Cleaner [www.wisecleaner.com/](http://www.wisecleaner.com/) or Glary Utilities [www.glarysoft.com/products/utilities/glary-utilities/download/](http://www.glarysoft.com/products/utilities/glary-utilities/download/). Vic Kiviat likes CCleaner. Here's Steve Bass' advice and review of 5 registry cleaners: [http://www.pcworld.com/article/149951-3/how\\_to\\_clean\\_your\\_windows\\_registry\\_and\\_speed\\_up\\_your\\_pc.html](http://www.pcworld.com/article/149951-3/how_to_clean_your_windows_registry_and_speed_up_your_pc.html) If you google "Registry Cleaners" you get lots of different reviews of registry cleaners, but also advice to be careful, you could do more harm than good.

Submitted by Barry Hammond, Secretary

But Carl's computer is so messed up, it's worth a try. BUT, BACKUP first! Of course, you may also be backing up the malware at the same time.

Sophos.com has a free rootkit removal tool. Rootkits are cleverly hidden forms of malware that are capable of turning off security apps, morphing, and changing filenames to avoid detection.

Microsoft Security Essentials is a free application from Microsoft. It may or may not be compatible with the other anti-virus and anti-malware apps on the computer.

Some of us encouraged Carl to wipe his hard drive and reinstall XP, or maybe Windows 7, if his computer is compatible. Windows 7 is five times safer than XP from malware and hacking. Here's Microsoft's advice/instructions: <http://support.microsoft.com/kb/978788>. The more general Microsoft webpage is <http://windows.microsoft.com/en-US/windows/help/install-reinstall-uninstall> the portal for users of XP, Vista, or Windows 7. A non-Microsoft website, The Elder **Geek** offers: [http://www.theeldergeek.com/clean\\_installation\\_of\\_windows\\_xp.htm](http://www.theeldergeek.com/clean_installation_of_windows_xp.htm). If you want more advice, google "How to do a clean install of Windows XP"

Dan Lee's friend has available a Portable Printer for a laptop.