

Carl Bulger presided.

BUSINESS:

The Constitution and By-Laws have been posted on our website's Home Page. At the Annual Meeting on October 6th we discussed putting the BSCC Constitution and Bylaws on the Club's website. Because we lost the electronic version when the old website was taken down, I have re-typed it.

This version of the Constitution and Bylaws is over 11 years old, dated August 3, 2000, when it was amended. So I went back through the meeting minutes from early 2005 to present.

On April 20, 2006, Sam Atcherson made a motion that "Active membership terminates after one year of inactivity. The membership chairman will notify any member about to be dropped from the active roll. I could find no mention of a second or a vote. But, as we know, this is the current practice of our Membership Chairman Dennis Edgington. Furthermore, Sam mentioned that he thought that it was appropriate to e-mail minutes and announcements to those who were still interested but could not attend. For example, some former members have moved away, are ill or infirm, or have work, organization, or family conflicts. Now that the minutes are on our website it is no longer necessary to email them to members. Our webmaster Dick Henthorn usually posts the topics of upcoming meetings as well. However, I have continued to send meeting announcements to members as a reminder since it is easy to forget to check the website.

On September 21, 2006, Sam Atcherson proposed that

- 1) That copies of all club newsletters, all approved meeting minutes, and unless an author declines, that all presentations made to our club by club members, be posted on our web pages in a fashion where they can be readily found by search engines.
- 2) That these contributions not be deleted from our web pages except by vote of our club officers.

This was seconded by me and approved by vote of the members.

Sam made this amendment for two reasons. First, he felt that the "Club's publications were of such a caliber that they should be accessible to people on the web and that a web search on a particular topic should include our talks and publications." Secondly, the two co-webmasters at the time resisted posting most things to our website.

Although I seconded Sam's amendment, I was one of the first ones to complain to Sam that almost none of the speakers wanted to put their presentation into a form that could be posted on our website. When they did offer electronic copies of their presentations, the co-webmasters refused to post them. I felt that presenters might not offer to make a presentation if they knew that they had to expend a lot of effort to put it in a form that could be posted on the website. And, if they were willing make their presentations available electronically only to have them arbitrarily rejected by the co-webmasters, we would alienate our most productive presenters. Sam eventually asked the Club to rescind his motion which was done on March 15, 2007.

It was this situation that spurred us to create a new website under the leadership and design expertise of Eric Hein. Eric still maintains the Freeware page as well as contributing to the Training page. Dick Henthorn volunteered to be our new webmaster and is doing an excellent job.

On October 18, 2007, we voted unanimously to have a Formal Meeting with a presentation for the second meeting of each month and an informal meeting with informal presentations and discussions of computer problems, etc., for the first meeting of each month except for December when we would have a party during the early part of December and no other meetings that month. We have not rigidly adhered to this but the results have been more or less satisfying.

The Constitution and Bylaws doesn't mention the Club's involvement with the Computer Lab equipment, computer course instruction, and with the two public computers in the front lobby.

Bob Blum mentioned that we are awaiting the decisions of the City of Bowie regarding disposal of the old computers and software. The software and licenses for Windows XP operating system and Microsoft Office 2000 will stay with the computers on which they are installed, but some old software such as Quicken for Windows 95/98, Photoshop Elements 2, etc., might be made available for sale at a reasonable price. (I would suggest \$0 for Quicken.)

Bob Davis offered to give a short presentation at a future meeting on how to set up 3D Color television.

We discussed when and where we would like to have the Club's Holiday Party this December. We chose December 1st. Two restaurants were nominated. Vic Kiviat volunteered to get the details and to present them to the membership at the next meeting for a vote.

Presentation:

Remote Control for Beginners by Mathias Gotzmann

Mr. Gotzmann is a computer professional who performs repairs and troubleshooting, installations and set-up, training, etc. He demonstrated how he is able to provide tech support to clients with computer problems remotely.

Troubleshooting by Remote Control is the most flexible solution for software problems. It avoids time and charges for travel to the site. It can be used for some hardware problems with assistance from a knowledgeable client. But usually hardware problems are more easily solved in person, either at the client's or the technician troubleshooter's location, with or without the presence of the client.

Remote Troubleshooting can also sometimes be performed without full-time involvement of the client.

Gotzmann recommended two Remote Access software applications: Mikogo and LogMein. He said that Mikogo is easier to learn, but LogMein has a richer set of options. Both use encrypted communications and allow the client to restrict the Troubleshooter to certain software applications to preserve privacy and confidentiality. Both also allow each session to be recorded and logged, for later review of what was done.

Communication between the troubleshooter and the client can be accomplished by telephone, Skype, e-mail, etc. Gotzmann prefers Skype, because it allows the client's screen to be visualized by the client's webcam (if he has an external web camera and not one embedded in the monitor or laptop) and, because large files can be transported quickly via Skype. Both Mikogo and LogMein require downloads of the application. LogMein requires that an account be setup prior to the troubleshooting session, so the software will probably already have been installed on the client's computer. LogMein can also be used by the client to remotely communicate with his own computer in the office or at home when he is away from one or the other but still has access to another computer, computer tablet, or smart phone.

These Remote Access applications can simultaneously accommodate multiple online participants. One example is when the troubleshooter and client do not speak the same language. A translator might be necessary as a third participant in the session.

Gotzmann sometimes troubleshoots client's computers while the client is busy doing something else. For example, a business client may be too busy or not present when Gotzmann is troubleshooting his computer by prior arrangement.

When choosing an expert to remotely troubleshoot your computer, you must choose someone you can trust, who is competent, who listens to your description of the problem, and who will perform a traditional service call at a reasonable price if the remote service fails. It is also extremely helpful if the expert can tutor the client while he is solving the problem, so that the same problem is not likely to reoccur or, if it does, the client can likely solve it himself.

Mr. Gotzmann sent us an electronic copy of his slides which will be available on the website.

Mathias Gotzmann may be contacted at the following:

(443) 569 3578 or (202) 787 0112 (also text); Mati@PChelplocal.com; skype: mtggtz

Computer Problems:

Eric Hein noticed that the PDF copy of the Constitution and By-Laws was quite large. I had typed it in .docx format using Microsoft's Office 2010, and then saved it in PDF (.pdf) form. It was 198K. Eric regenerated the PDF several ways: Open Office, PDF, redirect and PDF Create. The last two are "virtual printer". Though having some surprising differences in included fonts, the PDF format version all looked about the same = but with big differences in file size:

Word 2010	198K
Open Office 3.3	69K
PDF redirect	16K
PDF Create	15K

Dick Henthorn has posted one of the smaller versions on the website. I'll have to get one of those "virtual printers" to reduce the size of the Minutes files.