

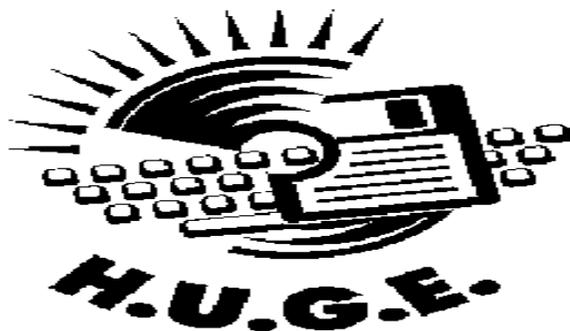


The PULP

HUGE this month:
 General Meeting: April 21st
 Surprise
 New Location !!!!!
Knights of Columbus
2533 Main Street,
Glastonbury, CT
 Q&A Session: 7:00PM–7:30PM
 Meeting starts at: 7:30PM

Contents:

The Quiz	3
Four Little-Known Safari Tricks	4
Apple's Baffling Response to 2011 MacBook Pro Graphics Issues	5
Network Debugging	6
The Amazing PIXEL	9
Calendar	10





The **PULP** is published monthly by and for members of the Hartford User Group Exchange, Inc. (**HUGE**). **HUGE** is a nonprofit organization whose aim is to provide an exchange of information between users of personal computers. The **PULP** is not in any way affiliated with any computer manufacturer or software company. Original, uncopyrighted articles appearing in the **PULP** may be reproduced without prior permission by other nonprofit groups. Please give credit to the author and the **PULP**, and send a copy to **HUGE**. The opinions and views herein are those of the authors and not necessarily those of **HUGE**. Damages caused by use or abuse of information appearing in the **PULP** are the sole responsibility of the user of the information. We reserve the right to edit or reject any articles submitted for publication in the **PULP**. Trademarks used in this publication belong to the respective owners of those trademarks.

MEETING LOCATION
Knights of Columbus
2533 Main Street
Glastonbury, CT



Editor's Corner

There will be no meeting in March due to several scheduling conflicts.

In April, I've got 2 possibilities -- Spring Cleaning/Computer Maintenance or Build your own Virtual Reality. I'm leaning toward option 2. If you have a preference drop me an e-mail. .

I want to thank Bob Bonato for helping out with 'Little Snitch' in January. And thanks for the article. I've also had protracted calls about service with Frontier. I want to thank Pat for doing the February meeting.

In the news: Be advised that Google has plans to start its own U.S. cellular service. they might be big enough to provide some price competition. You might want to stay away from a multi-year contract.

Experts are warning of a serious security flaw that has apparently gone undetected for years called FREAK, and affects the widely used Secure Sockets Layer protocol and its successor, Transport Layer Security, and can allow an attacker to intercept supposedly encrypted traffic as it moves between clients and servers. Windows, iOS, OS X and Android all seem affected.

Last month I warned that malware could be installed on Thunderbolt devices, now there is a warning that they can be hidden on a Blu-ray disc

After years of complaints, Apple launches MacBook Pro video repair program. See the article in the PULP

Lenovo admits to Superfish SNAFU, plans to release clean-up tool. There are directions available on-line.

Researchers have made a 3D-printed jet engine. Other researchers, in the UK, are building robotic pants (because they need someplace to put their hands).

Samsung now mass produces 128GB smartphone memory with 2X-plus performance.

With \$15 in Radio Shack parts, 14-year-old hacks a car.

Jeb Bush's e-mail dump puts constituents' personal data online and hid another surprise--Old computer Viruses

Experimental networking techs can beam data across

cont. pg.7

Here is the appropriate copyright citation and a link to the full text. articles from "Tidbits"

<http://creativecommons.org/licenses/by-nc-nd/3.0/>



A Little Computer Quiz

by Stuart Rabinowitz

The trivia and minutiae of the computer related world. The answers will appear next month or you can submit an answer sheet at the General Meeting. Good Luck.

- 1 What software program is celebrating the 25th anniversary of its release in February, 1990?
- 2 Who created the scripting language, Perl?
- 3 Over the years Apple has used a number of different fonts as a corporate typeface. One of the earliest was Motter Tektura, who designed it?
- 4 With the Macintosh Apple began using a new corporate font called Apple Garamond. Who designed it?
- 5 Recently, Helvetica was re-introduced, but before that was Myriad. Who designed it?

Answers to Fwb., 2015 Quiz

- 1 January, 2015 marked the 29th anniversary of the publication of a pivotal computer paper. What was the title?
A "The conscience of a Hacker"
- 2 Who wrote it?
A Loyd Blankenship, aka The Mentor
- 3 2014 marked the 40th anniversary of the Intel 8080. It was based on an earlier chip, which one?
A The 8008
- 4 Who was the designer?
A Fredericco Faggin
- 5 What was the retail price?
A \$360 (about \$1,740 today with inflation). An i7 (currently top of the line) sells for \$1,059



**Four Little-Known Safari Tricks**

by Michael E. Cohen: <mcohen@tidbits.com>, @lymond
 article link: <<http://tidbits.com/e/15408>>
 7 comments

Many of my Mac-using colleagues use Web browsers other than Apple's Safari, and I would be the last person to tell them they are wrong to do so. But I like to use OS X's default browser, not only because it familiarizes me with the Web-browsing experiences of many millions of other Mac users, but also because it encourages me to explore the software to see all that it has to offer. And Safari has a lot to offer once you know where to look. Here are some less-than-obvious tricks and techniques I've picked up in my explorations that can help solve problems and answer common questions.

****What's the Address?*** -- When Safari 8.0 debuted alongside OS X 10.10 Yosemite, many reviewers were disappointed, if not aghast, that its integrated "smart" address and search field displayed only the top-level domain name for the current page instead of the full URL. For example, if you go to any page on our Web site, the address field shows only tidbits.com. That's not a huge deal, because a single click in the address field reveals and selects the complete URL, making it easy to copy for later pasting. And for many users, showing only the truncated name is a good thing, since hiding the long and often obscure strings that follow the top-level site address makes it easier to see if you are at the site you intended. But it is disappointing if you're old school and like to see exactly where you are on the Web.

<<http://tidbits.com/resources/2015-02/address-field-truncated.png>>

For such advanced users, the solution is simple: take a quick trip to Safari > Preferences > Advanced and select the very first checkbox — Show Full Website Address — to relieve the pain.

<<http://tidbits.com/resources/2015-02/Safari-Advanced-prefs.png>>

(Quick tip: As long as you're turning on full addresses, click the checkbox at the bottom of the preference pane to show the Develop menu in the menu bar. This menu, full of commands to delight the hearts of Web developers, comes in handy even if you aren't a Web developer, as you'll see shortly.)

****Total (Un)Recall*** -- Safari 8 brought us the Private Window feature (File > New Private Window), which, when you browse in one, enables you to go to various sites without having Safari store the history of those visits. This keeps anyone else using your Mac from easily seeing where you have been. Private windows can come in handy if, say, you are shopping for an anniversary present for your spouse. It's a fine feature, but it requires you to think ahead; it won't do you any good if, while using Safari's

normal non-private windows you happen upon, and then impulsively buy, a great gift for your spouse. Also, when private browsing is active, the sites you visit won't recognize you, meaning that you have to manually log in to make purchases. When shopping, private browsing may be private, but it's also inconvenient.

Here's what will do you some good in those cases: after you finish shopping (or whatever else you were doing) choose Safari > Clear History and Website Data. This produces a dialog that lets you clean up your history after the fact, with a useful pop-up menu that lets you decide just how much history you want Safari to forget. The default is to clear the last hour's worth of browsing, but you can clear the history for the entire day, this day and the previous day, or all history! (Of course that risks running afoul of an updated version of Santayana's dictum, that those who clear all history are condemned to repeat it.)

<<http://tidbits.com/resources/2015-02/clear-history.png>>

****Bypass Flash*** -- Adobe's Flash, as has been well documented over the years, can present security and performance problems, so much so that many users prefer to run their Macs without installing Flash at all. In fact, Flash isn't even available for Apple's iOS devices. On your Mac, it's often not available even when it is installed, if the version of Flash that you have happens to be a version that has known security issues: Apple, looking out for your best interests, blocks you from using it. Instead, you see a "Flash out-of-date" warning.

<<http://tidbits.com/resources/2015-02/flash-out-of-date.png>>

However, you can often bypass Flash completely and still have a satisfactory browsing experience, at least when it comes to streaming video in Flash format. That's because many Web sites provide non-Flash versions of their pages for users of mobile devices like iPhones and iPads. If you have activated the Develop menu (as I recommended above), and encounter a Flashy page, you can choose one of the iOS items on the Develop > User Agent sub-menu (for example, Safari iOS 8.1 — iPad). This command reloads the page, telling the site that you are on iOS. In many cases, you'll see the streaming content in HTML5 format instead. This doesn't always work: I've found that many local TV stations tend to serve Flash video only on their sites, because doing so enables them to tack ads onto the beginning of their videos. If this trick fails, try the site in Google Chrome, which encapsulates an always-updated version of Flash.

****Check Your Cookies*** -- Finally, if you are concerned about cookies —

cont. pg. 8



Apple's Baffling Response to 2011 MacBook Pro Graphics Issues

by Topher Kessler: <tkessler@macissues.com>, @mac_fix_it
article link: <<http://tidbits.com/e/15412>>
5 comments

One of the Mac's lures is Apple's famous customer service. Online anecdotes abound about how an Apple Genius fixed or replaced an out-of-warranty product for free or cheap, but such stellar service isn't universal. In reality, you never quite know what to expect when you take a troubled Mac into an Apple Store. One group that's painfully aware of this is owners of 15- and 17-inch 2011 MacBook Pros stricken by system-crippling graphics issues, about which Apple has been indifferent.

All computers are complex devices, and hardware problems occur; despite Apple's boast of "it just works," Macs are no exception. In the past, Apple has addressed hardware issues with software updates, firmware updates, repair programs, and sometimes even recalls. However, in this case, the complete lack of acknowledgement about the issue, coupled with Apple's inconsistent handling of the problem, has been perplexing.

TidBITS reader Hal Feldman encapsulated his frustration in an email message to Tim Cook:

For more than 25 years I have bought lots of devices and have been a shareholder. What baffles me is how Apple is handling the 2011 MacBook Pro issue. I have been through a string of eight visits to the Apple Store, and the last thing I was told was a logic board swap was not working and Apple would not further repair the machine.

In one of many ongoing threads about this issue at the Apple Support Communities (with about 12,000 posts and over 3.9 million views), a slew of users have expressed similar disappointment, after either being told by Apple that they would have to pay expensive repair costs or continuing to experience problems after repairs were performed.

<<https://discussions.apple.com/thread/4766577>>

In addition, Apple has been unclear about whether or not any particular 2011 MacBook Pro is even eligible for repair. In some cases, users have been refused at one Apple Store, only to visit another that's happy to accept the MacBook Pro and send it in for a logic board swap.

This affected me toward the end of 2013, when my 17-inch 2011 MacBook Pro began showing small graphic artifacts. At first, I figured the problem was related to pre-release versions of Mac OS X that I was testing for Apple. Unfortunately, the problems worsened, and by October 2013, my MacBook would work for only a short time before displaying a massive array of graphic artifacts, then grinding to a halt. A few weeks later, the MacBook

refused to boot, displaying only vertical stripes.

<<http://tidbits.com/resources/2015-02/Striped-MacBook.jpg>>

When I took it to an Apple Store, I was quoted about \$1,500 for an out-of-warranty repair. That forced the decision of whether to repair the system, or retire it and purchase a new one for \$1,999. I reluctantly chose the later.

More recently, it appears that Apple has quietly changed the repair policy for these 2011 MacBook Pros. A few months ago, I again dropped by an Apple Store with my old MacBook, and was surprised to be quoted \$310 for the same repair. This price is less than the cost of the logic board itself (roughly \$800-\$900, according to iFixit), so it seems that Apple would basically be charging me only for shipping and labor. I don't know if everyone with similar problems is being quoted that lower fee, or if I just got lucky. Regardless, I took Apple up on the offer, and my MacBook worked fine after returning from being serviced.

<[https://www.ifixit.com/Store/Mac/MacBook-Pro-15%22-Unibody-Late-2011?display=list&filters\[Logic+Boards\]=on](https://www.ifixit.com/Store/Mac/MacBook-Pro-15%22-Unibody-Late-2011?display=list&filters[Logic+Boards]=on)>

So if you have a 2011 MacBook Pro that's acting up, how do you get the service you need? Commonly, when your Mac needs repairs, you have to start playing a game with Apple, and jump from store to store or from technician to technician, hoping one will sympathize with you. In addition, the price you're quoted may fluctuate depending on when you take your system in and with whom you talk. While some have used this to their advantage, others might not be so lucky, or have the time to haggle with Apple employees.

No user should have to invest this kind of time or money into what is obviously defective hardware. Yes, these MacBook Pros are out of warranty, but many are probably still covered by AppleCare, and given the widespread nature of the problems, Apple would do well to create a repair program.

This defect has drawn the attention of law firm Whitfield Bryson & Mason LLP, which has taken up the case and is pursuing a lawsuit against Apple in California, Colorado, Florida, Illinois, Indiana, Puerto Rico, and Vermont. In part, the lawsuit claims Apple continued to charge users for the repairs despite knowing about the defective hardware and demands Apple reimburse affected customers in those states for costs incurred for the repair of their systems.

cont. pg. 7



Network Debugging

By Dick Maybach, member, Brookdale Computer Users' Group, NJ

August 2013 issue, BUG Bytes

www.bcug.com

n2nd (at) charter.net

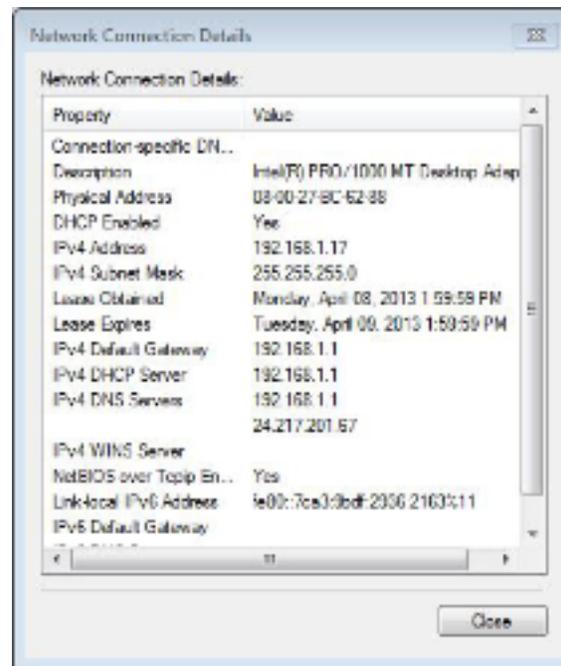
When your network acts up, the first issue you must resolve is whether this is your problem or belongs to your Internet Service Provider (ISP). If it's yours and you have an ISP technician come to your house, you'll pay a non-trivial service charge. Conversely, if it's your ISP's problem, you don't want to spend time chasing non-existent problems and perhaps replacing perfectly good network components.

Perform some preventive maintenance. This is your most important step, and it consists of recording the network connection information. If you have a router, download its manual from the manufacturer's Web site, and print it. Log into the router, access the screen that shows the Internet connection information, either record the parameters or print a screen-shot. The screen-shot below shows an example.



In this case, all the parameters are the defaults and are restored if you press the router's reset button. (Don't do this if you don't have to, as you will have to enter your Wi-Fi name and password.) Most ISPs are set up so that home customers can use their router default settings, but this is not true for commercial customers. If you maintain a business network, be careful to examine all the set-up pages and record everything. Repeat this for any other routers, Wireless Access Points (WAPs), and switches on your network. If you have no router, record the same information from the Network Manager of the PC connected to the ISP's Wide Area Network (WAN) modem. For Windows 7, click the Windows button, type "net", and select the Network Sharing Center. Select Local Area Connection and click the Details button. The next screen-shot is for a PC connected to the ISP's

WAN modem through a router.



If your network does include a router, you should record this information for at least one of your PCs and keep it with the other material. Finally, power on all the computers in your network and use Zenmap (discussed in my July article, available at www.bcug.com) to record your internal network connections. (Since all you need is the connection information, a ping scan is sufficient.) Put all this material into a folder and save it somewhere where you can find it.

If a problem develops, you'll do one or more of the following, depending on the symptoms.

Check the PC's network connection. If the Ethernet cable is disconnected or if you lose the wireless signal, there will usually be a notice to that effect on your desktop. To be sure, move the pointer over the network icon, although some operating systems require that you make a left- or right-click on it. These or course are your problems. Correct them before you try to continue.

Reset the ISP's modem and your router. If every computer in your network loses Internet access, check whether a transient problem on the ISP's network has confused the WAN modem. In my experience, this is by far the most common Internet access problem. Unplug the power cord from it and, if you have one, from your router. (It would be prudent to tag these cords before you unplug them to be sure you plug them back into the right box. Otherwise, you may find yourself down among the dust-bunnies trying to decide which wall-wart belongs to

cont. pg. 8



from pg. 5

<<http://www.wbmlp.com/>>
<<http://www.wbmlp.com/news/wbm-expands-suit-on-apples-2011-macbook-pros>>

So far, the firm has surveyed thousands of Apple customers who have been affected by this issue, and has performed tests on faulty systems to gather evidence about the problem. Apple was due to file a motion for dismissal of the case on 29 January 2015, and Whitfield Bryson & Mason is expected to respond by 5 March 2015. While other recent lawsuits against Apple for faulty logic boards have been dismissed, this one is far more specific in nature and is expected to go to trial.

<<http://www.reuters.com/article/2015/01/09/us-apple-macbook-lawsuit-idUSKBN0KI01A20150109>>

There's no telling in what way or how quickly this lawsuit will be resolved, but for now, if you need repairs to your 2011 MacBook Pro, you'll have to play the game with Apple's support system, most likely paying out of pocket. That said, be sure to keep all documentation of your repairs, and try to find original receipts and proofs of purchase for your system, which will likely be needed to collect should the lawsuit be won. (The suit covers only people in the states and territories listed above, so you'd need to take further steps if you reside elsewhere.)

Finally, even if Apple ends up compensating plaintiffs for repairs, the problem may disappear only with the eventual retirement of the system. Just the other day, upon waking my repaired 2011 MacBook Pro from sleep, I saw the same kind of minor graphic artifacts that I started noticing when the issue began in 2013. Replacing the MacBook Pro may be the best solution in the end.

[Topher Kessler is a freelance journalist focused on troubleshooting and repairing Apple's OS X and iOS products. He was the primary author for CNET's MacFixIt blog, has written for Macworld, and currently hosts and maintains the Mac troubleshooting site MacIssues.com.]

<<http://www.macissues.com/>>

**From the Editor:
Apple is extending the warranty on the
above referenced MacBook Pros.**

Stuart



from pg. 2
the room using light.

Personal weather stations can expose your Wi-Fi network.

Your typing style could help secure your accounts

There is a cyberspy malware software called Equation that can infect any computer and spy on you. Destroying your hard drive is the only way to stop it.

LLAP

Stuart Rabinowitz
Editor



from pg. 6

the modem.) Wait about half a minute, and then restore power to the WAN modem. After a minute or so, the indicator lamps will settle down, and when they do, restore power to your router. If this doesn't help, your ISP may be experiencing a longer outage. Find something else to do for an hour or so, and give their technicians a chance to restore service.

Connect a PC directly to the ISP's modem. If the above doesn't help, consult your network records and connect a PC directly to the ISP's WAN modem. If you normally connect with a router, the PC should be set up the same way the router was. If you can now access the Internet, the problem is in your home network; if you can't, it's time to call the ISP's help line.

Test the local network. Reconnect the network and boot all the computers on it. As each one comes up, check that it reports a normal network connection, either wired or wireless as appropriate. Probe the network with Zenmap, or a similar tool, and check the results with your records. The IP addresses of each computer will most likely be different, but they should all be present. If Zenmap shows no network, suspect the PC running Zenmap or the router or switch to which it's connected. If just one PC is missing, its connection is a problem. This could be a disconnected cable, a malfunctioning network or Wi-Fi card, or an incorrect configuration. Pull the entire length of the cable out where you can see it and look at it closely. Most Ethernet cables have flimsy plastic locking tabs, and these are easily broken. Unless you have a crimping tool to replace connectors, the only reliable repair is to replace the problem cable. Check the network configuration against the records you took above.

Conduct a Wi-Fi survey. If you lose Wi-Fi connectivity, you must check that. All operating systems have wireless managers that display the available wireless signals and a crude estimate of their signal strengths. If you can see your signal, and it is the strongest one, you should be able to establish a circuit. If you are getting continuous requests for a password, check that your PC hasn't locked onto a neighbor's encrypted signal. If the PC is a laptop, move it near the wireless access point, and try to establish a link there, but this isn't practical with a desktop. Free Wi-Fi analysis software is available for all platforms, and the screen-shot below shows one of these, inSSIDer for Home, available for Windows, Android, and the Mac at <http://www.metageek.net/products/inssider/>. Please note that Microsoft has not approved this program, but Metageek has other similar products for sale, so I think the risk is not great.

from pg. 4

those bits of information that nearly all Web sites store in your browser whenever you make a visit, and that may contain heaven-knows-what information about you and your visit — the Develop menu has another tasty treat for you: Develop > Show Web Inspector (Command-Option-I).

This command opens a pane at the bottom of the Safari window that shows you all sorts of geeky details about the page you are viewing. To see the ingredients of the cookies, click Resources at the top of the pane, then open up the Cookies item. In nearly all cases, the information stored in cookies is benign, and is simply recorded to make your next visit a little more convenient — for example, TidBITS uses cookies to help your browser remember that you are a logged-in TidBITS member so you don't have to log in every time you visit.

<<http://tidbits.com/resources/2015-02/web-inspector-cookies.png>>

However, if you don't like what's in a cookie, you can easily toss it. Click the cookie in question, Control-click the data you want to expunge, and choose Delete from the contextual menu. Cookie crumbled!

Yes, Safari may not be a perfect Web browser, and other browsers, such as Chrome or Firefox, certainly have much to recommend them. However, beneath Safari's seemingly simple surface is a lot of advanced functionality that may surprise you. If you have abandoned it for something else, it might be worth a second look.





PULP Staff	
Editor	Stuart Rabinowitz
Distribution	George Carbonell

Membership: Anyone may become a member. Dues are \$12 per year and include a one-year subscription to The Pulp as well as access to the HUGE Public Domain disk libraries. Meeting topics, times and places can be found on page 1 of this issue.

Officers & SIG Leaders

President:	George Carbonell	860.568-0492	george.carbonell@comcast.net
Vice President	Stuart Rabinowitz	860.633-9038	s.e.rabinowitz@att.net
Secretary:	Ted Bade	860.643-0430	tbade@cox.net
Treasurer:	Charles Gagliardi	860.233-6054	epencil@att.net
Director at Large:	Richard Sztaba		richer1@aol.com
Web Manager:	Bob Bonato		wmaster@huge.org
Membership:	Richard Sztaba		richer1@aol.com

March 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
		Ada Lovelace Day				Pi Day

~~General Meeting 7 PM~~