

Agony Corner:

For the benefit of those who were not at the September meeting, we reviewed some of the the topics raised at that meeting (qv September email). I was rather disappointed to find that nobody present had followed through on the link I'd provided, <http://www.bbc.co.uk/webwise/0/27620129> where Kate Russell (BBC Click) gives a very pertinent talk about scam emails. It's definitely worth a look.

We went on to talk about.....

1) Multiple pop up adverts and video ads plague everyone these days and in some cases make simple browsing almost impossible..

- For those who subscribe, there was a very useful article in issue 433 of Computer Active addressing this issue (copy attached). They recommend the free browser extension, Adblock.
- I've installed this and found it is 100% effective. I showed a short video illustrating its before and after effect on my own PC.

In line with this and topics we've discussed before, there are, what I would consider, 3 important pieces of software you should use.....

- <https://getadblock.com/> As above, Adblock, get this first
- <http://tinyurl.com/u3a-adw> ADW Cleaner Author's site, no rubbish (gets rid of PuPs such as Conduit, Truvi etc)
- <https://www.malwarebytes.org/antimalware/> Use the Green 'Free Download' button

2) 'I've lost some of the functionality in my 'Audio Cleaning Labs' software. Any advice?'

- MAGIX Audio Cleaning Lab is commercial software, the 2014 version costing about £40.00. If you have the original disc and serial number, the best option is to uninstall and reinstall from there.
- Failing this, the popular free audio editing programme, Audacity, is available here <http://audacity.sourceforge.net/>

3) 'I've recently changed to BT Infinity broadband but they keep sending me messages to an address I cancelled last year due to hacking.

- I'm not familiar with BT but all ISPs set you up with a 'primary' email address when you join them and this is what they use to send important messages, even if you've set up another one (a secondary), so it may not be possible to cancel this.
- The usual rule of thumb is that if an email address is not used for six months, it lapses, but this may not be the case if you stay with the same ISP.
- Suggest you contact BT and ask them to change your new address to make it the 'primary' one if possible.

4) 'I have Avast installed as my virus protection on my Vista machine, but I keep getting the message from Windows Security Centre that my virus protection is turned off?

- We talked about uninstalling Windows Defender, but in truth that's not possible because it's integrated into the Vista OS. It's most likely that when you installed Avast, that programme disabled Defender – but the Windows security centre doesn't know that.
- If you follow this link, there's a video which clearly explains how to suppress the error message permanently <http://blog.avast.com/2014/04/05/how-do-i-fix-a-microsoft-action-center-warning/>

5) 'I have received an email ostensibly from Amazon asking me to update my account details. Is this Spam/Phishing?'

- Almost certainly, yes.
- Delete it and watch the BBC video mentioned at last month's meeting and at the start of this one.

6) 'I keep getting messages about updating my PC Health Check. Is this a problem?'

- Not necessarily. Many hardware & software providers (Dell, HP, Toshiba, Virgin etc) provide such a service. You should look for some more information attached to the 'Health check to check its legitimacy.
- There is a virus, PC Health Kit that you should be wary of, however.

Topic for the day:

Was devoted to '**All things Email**'. We all have stories about the vagaries of email and today we were able to share these experiences and try and find answers to unresolved issues.

We viewed a PowerPoint presentation I'd previously prepared and we discussed the various points highlighted. There's far too much to detail here, but some of the topics covered were..

- Windows Live Mail; essentially the same in Win 7 and 8/8.1 but the latter uses the 'Ribbon' tool bar, familiar in Office programmes 2007/2010/2013
- Viewing images and allowing safe senders
- Different ways to view 'conversations'
- Differences between email clients such as WLM, Thunderbird and Outlook Express (not available since Windows XP) and web mail eg Gmail.
- The differences between POP3 and IMAP (look it up!)
- Permanently saving emails in your client on machine and deleting emails from there and on web mail.
- A final look at the Gflearn free topic on emails...<http://www.gcflearnfree.org/emailbasics/email101>

There followed an animated discussion and it was generally agreed that there was much more to learn and that we should revisit emails next year.

Next meeting 12/11/2014

After some discussion it was decided that we would swap the planned topics for November/December around. Accordingly, in November the topic will be '**Tech Savvy Tricks and Tips**. There's always something new to learn!', and follow up in December with the session on Skype, etc.