

Agony Corner:

We spent some time reviewing the topics discussed last month (see last email) before moving on.....

1) 'When I want to do a Google Search on my computer I'm presented with 'MySearchDial' instead. I don't want this and if I do use it, it takes me to lots of dubious web sites and adverts. How can I remove it?'

- This is yet another example of a PuP (Potentially Unwanted Programme), a topic we've discussed at most meetings in recent months.
- MySearchDial is a browser hijacker, which is promoted via other free downloads, and once installed it will add MySearchDial toolbar, and change your browser homepage and search engine to Start.MySearchDial.com.
- You should always pay attention when installing software because often, a software installer includes optional installs, such as this MySearchDial hijacker. Be very careful what you agree to install.

Always opt for the custom installation and deselect anything that is not familiar, especially optional software that you never wanted to download and install in the first place. It goes without saying that you should not install software that you don't trust.

- It *may* be possible to remove it by the normal Add/Remove facilities in Windows but even if you do, your web browser's default settings will not be restored. This means that you'll have to remove MySearchDial Toolbar from your web browser manually.
- You can find detailed instructions here.. <http://malwaretips.com/blogs/start-mysearchdial-removal/> and option 3 gives a link to ADWCleaner which has already proved useful to several members.

3) 'I can't access my 'Inbox' in Outlook Express, I get the Socket Error message 10061. What can I do?'

- OE6 is now a very old mail client which is known to be unstable. It may be that your POP3/SMTP settings have become corrupted. Just go into Accounts then Properties and check the details.
- You have a Tiscali address which is now a TalkTalk account. Although from PlusNet, this page can give some more insights as to how to solve the problem.
http://www.plus.net/support/email/email_troubleshooting/oe_error_guide.shtml
- In the meantime, try to access your web mail on your Talk Talk account page. Your emails will be collected by TalkTalk which holds them until you access them, using POP3, on your PC in Outlook Express. If that hasn't happened, they should still be in your web mail In Box.
- Even if emails have been downloaded, they may still be accessible in the 'Trash' or 'Deleted' folder in the web mail''.
- You could also consider ThunderBird, <https://www.mozilla.org/en-GB/thunderbird/> as an alternative to Outlook Express.

4) 'What do we know about Windows 10, and will it be free?'

- Windows 10 will be released later this year and will be a free upgrade to Win 7, 8 and 8.1 users for at least a year.
- There are already many pre launch reviews available – here is just one <http://tinyurl.com/li5hj5w>
- It's possible now to install a Technical Preview, <http://windows.microsoft.com/en-gb/windows/preview-iso> . One of our members has already done so and is quite impressed.

5) 'I have a new Windows 8.1 laptop. I message pops up saying that there are drivers that need updating but when I follow through I'm asked to pay \$29.99. What's going on?

- Whilst it's perfectly possible, even on a new machine, that some driver updates are needed/available, you should never have to pay. You can always find driver updates on the software provider's web site.
- It's possible that this is a browser pop up advert to tempt you in. There's plenty of help on the web to help you block popups in any browser.
- You could also consider using Adblock <https://getadblock.com/> or Adblock *Plus* <https://adblockplus.org/> (but see 6 below)

6) 'I've read in Computer Active (Issue 443) that Adblock *Plus* takes payment from the likes of Microsoft and Google to let some adverts through?'

- Originally published in the FT, the article says that the owner of Adblock *Plus* takes a considerable amount of money from some big companies to 'whitelist' their ads. It is possible, however, in the settings for Adblock *Plus* to opt out of these.
- Adblock *Plus* is open source software often cited as a preferred choice to Adblock which is no longer open source, <http://jackworld.xyz/adblock-vs-adblock-plus/>
- I installed Adblock (*not Plus*) onto my Chrome browser some months back and have been delighted with the improvement in my browsing experience.

Topic for the day:

'The Cloud'. What is it, what can I do with it, is it safe?

At the beginning of the session, a show of hands indicated that a high proportion of members had not used 'The Cloud', but after a few more questions it appeared that everyone had used The Cloud, even if they hadn't realised it!

Via a PowerPoint presentation we examined exactly what is meant by 'The Cloud' and discovered how its versatility could be used to our advantage. We looked in some detail at Microsoft Office Online, via OneDrive, and it's equivalent on Google Drive and then some of the many other applications that live entirely in The Cloud.

Here's a PDF version of the PowerPoint presentation used at the meeting

<https://u3astowmarket.files.wordpress.com/2015/02/the-cloud.pdf>

If you would like to have a look at the sample Word document we prepared, the sharing link is <http://1drv.ms/14LgOlg>. If you don't have a Microsoft account (but this is easy to set up) it might not let you access the file. If given the option, click 'View on Word Online'.

Next meeting 11/03/2015

'Security', an update on viruses, Trojans, phishing, PuPs and the like, and how to deal with them.

Unless you hear from me to the contrary, we must assume that the parking restrictions at the school will still apply.

Please note: Due to school closure for the Easter holiday, there will be no April meeting.