

Please note, there will be no meeting in August, next will be Wed 14th September

We had 9 members (and 4 apologies) for our meeting on 13th July (postponed from June).

Agony Corner:

Matters arising from last meeting

Item - 4) 'I've had an email from Windows Live Mail to say that they are going to close my email account. There's a link to click to keep it open'.

- *Without seeing the exact email it would normally be safe to assume that this is a phishing scam and the email should be deleted without action. However....*
- *Microsoft have announced that they are stopping support for WLM on June 30th and will be writing to some users! This will have particular impact on those who use any of the following accounts:- fbloggs@otlook.com, fbloggs@hotmail.com, fbloggs@hotmail.co.uk, fbloggs@live.com, or fbloggs@msn.cm.*
- *More information can be found at www.snipca.com/20549 and the topic can be discussed further at the next meeting.....*

The Microsoft article above makes frequent reference to the 'upgrading' of Outlook.com but, according to web forums this has caused problems for many people (see new question below).

The WLM issue is not as clear cut as it had been made out to be. It seems that it is still possible (using IMAP) to read and send Hotmail etc. emails in Windows Live Mail. **Please find attached an updated version of what we discussed on the day.**

Tips – PDF etc. We reviewed and elaborated on the information and advice given at the previous meeting (qv).

New questions:

1) 'My Outlook.com 'vanished' from Chrome. The problem has been solved for me remotely but I don't know why all this happened?'

- This is almost certainly due to Microsoft's recent changes to Outlook.com and Live.com as discussed above, rather than with Chrome itself.
- It's part of Microsoft's to make all their (and others') applications talk and share information with each other, e.g. "Outlook.com offers the richest, most personal experience with Facebook, Twitter and Skype integration, Office Web Apps, and more."!!
- The best way to access Outlook.com now from Chrome is to add the app from the Chrome/Google web store. Here's a short link <http://tinyurl.com/q8yg3yf>

2) 'When video editing I keep getting message that my AMD 'needs updating or is not functioning correctly'. HP tells me all my drivers are up to date. Apart from the message everything seems to be working normally?'

- Has this happened since a Windows 10 up date?
- make sure you have the correct drivers for your system from AMD support <http://support.amd.com/en-us>

- If this fails, suggest take screen shot of message and take it up with AMD support.

3) 'I'm getting a lot of junk mail. I'm blocking as much as I can and it gets caught in my junk filter. Is there anything else I can do?'

- Your doing as much as you can. It's impossible to stop the flood of junk/spam email.
- Never respond to any spam even to 'unsubscribe' as this just encourages more.
- Spam often get attached to subjects in the news, e.g. there're many around at the moment with 'Brexit' in the subject line.
- Another 'popular' topic at the moment is 'Claim your Tax Refund', allegedly from HMRC. They will never correspond with you via email.

4) 'How can I easily increase the size of print when I'm viewing a web site?'

- Just hold down the Ctrl key then tap + until you reach the desired size. To go back, use Ctrl and the – key.
- This will not translate into larger print using the print dialogue, but there is a trick you can use to get a printout of whatever size you like.....
 - Enlarge the page to the desired print or picture size then press 'Alt' and 'Print Screen' which takes a screen shot of the active window and saves to the clipboard..
 - Go to any image programme like Irfanview or Paint.net or a Word document and paste by 'Ctrl V' or 'Edit' then paste.
 - The image will appear and can be saved and/or printed from here.

5) 'I have a group of Word documents that won't save whilst others are OK. I've previously had no trouble but this seems to be coincidental with my attempts to set up a network between my PC and lap top'.

- We talked about this for some considerable time but did not come up with any coherent answer or strategy to solve it.
- The question of 'Windows Credentials' came up but this is a topic in itself. Recent updates to Win 10 have been reported to cause problems with sharing a LAN between two machines.
- If there's time we can see how this problem has progressed at the next meeting.

Topic for the Day:

'Windows 10' – where are we? If we've already upgraded, what are the problems? If we haven't, what do we need to know before the 29th July free upgrade (from Windows 7/8.0/8.1) ends?

A check around the room showed that most who were eligible for the free upgrade (from Windows 7/8.0/8.1) before 29th July had attempted, with various degrees of success, to take it. For some the transition was smooth and without problems whilst others had considerable difficulty either with prolonged time of installation, failure at the last minute to complete or coming to the decision that they didn't like or indeed need Windows 10.

In this latter case, you are allowed to revert back within 30 days without penalty. One of our members did do the upgrade but found that there were significant problems, e.g. disappearing Wifi/Internet connection and an interface that seemed extremely confusing.

To illustrate we went through a PowerPoint presentation showing the various stages of the roll back procedure. I've **attached** the PDF version of this **'Going back to Win 7 or 8'**. There are active links to useful web sites throughout. There's also a section showing one of the methods of preparing a System Restore USB stick.

I recently updated my own PC from Win 8.1 to Win 10. Throughout I took screen shots (or photos when this was not practicable), time stamped them and put these together in a PP slide show. Please find PDF version, **Get Windows 10, attached.**

In the event it was quite a painless process, completing in less than 1 hour. We went through the slides and discussed each stage in some detail. We noted that on the 'Get going fast' page you should use the (bottom left) option 'Customise Settings' rather than the prominent 'Use Express Settings' on the bottom right. This gives you the opportunity to opt out of some of Microsoft's more intrusive settings.

There were just a few easily sorted issues arising from the upgrade as shown on the last slide.

My own personal experience of the upgrade, then, has been relatively trouble free and I'm quite happy with Windows 10 which has the added advantage of much quicker boot up and faster processing all round.

We closed the session by looking at some of the many new functions offered on the 'Start' screen. These are neatly summarised on the [gcfllearnfree.org Windows 10 section](http://www.gcfllearnfree.org/windows10/windows-10-features/1/), specifically <http://www.gcfllearnfree.org/windows10/windows-10-features/1/>

Please note that from 2nd August Microsoft will begin a roll-out of *Windows 10 'Anniversary Update'* which will almost certainly change some of the features that we discussed today.

Next Meeting:

A suggestion was made that, perhaps, we should have a break this August. We had a discussion and decided that, for a variety of reasons, we should, so the next meeting will be on **14th September at Bacton Village Hall.**

Topic for the day:

Dave Potter has offered to talk to us about '**Ransom ware**', - what is it, what can we do to reduce our chance of infection, and what should we do if we do get caught?

This is a very hot topic at the moment and of great concern to us all, so this should be a very interesting session.

We have covered many varied topics over recent years. *Please let me have any suggestions for the rest of the year whether on new topics or revisits to ones previously discussed and particularly if you would like to give a talk on any subject you may think would be of interest to the group.*

Look forward to seeing you all on **14th September.**

Note: Reference to attached pdfs - included in original email to members only.