

## Notes on Meeting June 14<sup>th</sup> 2019

For our June quarterly meeting we had 9 in attendance including one new member and 4 apologies.

In a very interesting and highly interactive session we covered a wealth of topics, *a few* of which are noted below (and thanks to Ann for the recording made on her phone).

### 1) There's not been much activity on the forum page since the last meeting.....

- John H's problem with the 'right click' copy/paste issue seems to have been solved by the new 1903 feature update (and see next).

### 2) Windows 10, versions and updates

- Members around the table confirmed Windows 10 but there was some uncertainty about version numbers. 'Windows 10' will remain (not changing as before as per 2000>XP>Vista>Win7>8.0>8.1) but Microsoft are issuing 2 'Feature' updates each year.
- They are coded by the planned (but not necessarily the actual) launch dates, e.g. 1803 (March 2018), 1809 (Sept 2018) and the latest 1903 (March 2019 but did not starting roll out until May). Those who knew their version were on 1803, whilst some had forced the 1903 version - 1809 seems to have passed most people by.
- I showed a 5 minute screen-shot compilation of a 12 hour process to manually install 1903 on the laptop directly from 1803 (this is a very old, slow machine and the download/installation process is typically much shorter). I would also recommend the recording software used, 'Active Presenter' – look it up at <https://atomisystems.com/activepresenter/free-edition/>
- We looked at how to check the current status of updates (Windows button > cog wheel > Settings > Update & Security). Dave P stressed the need to check regularly since often the system 'forgets' to notify you of the availability of an upgrade/update.
- If, on closing down, you see the option to update and restart/close down, you should do this.

### 3) Black screen of death.

- I reported a computer crash when everything froze and a black screen resulted. Ctrl+Alt+Del for Task Manager didn't work. Normally switching the box on and off didn't work. Finally, I did a hard reboot – i.e. switched off at the mains then back on again. System came back on and has been OK since.
- Googling did not give any definitive answers. Possible causes were discussed including power surge and potential hard disk failure. Dave P has supplied a Web User article showing the use of the free 'Check Drive' programme to search for hard disk problems (jpg attached to original email) and [https://filehippo.com/download\\_checkdrive/](https://filehippo.com/download_checkdrive/)

### 4) U3A Web site

- For the benefit of newer members we had a quick tour of our web site, [www.u3astowmarket.org.uk](http://www.u3astowmarket.org.uk).
- First developed in 2008 and with the object of having a clean uncluttered appearance, the format has remained largely the same. Hosted on Wordpress it is totally free to use but recently we decided to pay a small yearly sum to keep it free of adverts.
- On the home page are all the basic details about the U3A and its objectives. The promotional U3A video is well worth a look.
- Using the menu tabs along the top takes you to the various activities of the our U3A. On each page are embedded links which expand into further information.

- The final page contains multiple links, group by category, to valuable sources of information.

## 5) What Antivirus software should I use?

- Search the internet for best 2019 Antivirus. Currently Bit Defender seems well regarded.
- Commercial antivirus tends to have both paid for and free versions.
- Unless you have a high end machine needing extra protection, for most of us the current Windows 10 'Defender' may suffice. It's not had a good press in the past but several of us use only this.
- If you do use commercial software, you should disable Defender as there may be conflict.
- We also discussed the use of Malware Bytes as a stand alone protection, to be used maybe once a week to check for malware. <https://www.malwarebytes.com/>

## 6) My Canon MX 525 multifunction printer won't scan.

- All other functions work normally. The printer is USB connected to the PC. I've reinstalled drivers from Canon's site.
- We Googled the problem but didn't come up with a definitive answer. There *may* be a connection with a Windows update.
- It might be worthwhile trying the old 'hard reboot' trick. Here's a link to Canon's advice in resetting the printer, <https://support.usa.canon.com/kb/index?page=content&id=ART153447>

## 7) Need to share a spread sheet file on Google Drive but some would prefer not to set up a Google account

- Dave P recommended a free, encrypted programme called Telegram Messenger, <https://telegram.org/> as a very good alternative.

## 8) I regularly receive Word Docs from a charity I'm involved in but they always arrive 'protected' so I can't edit them. They say they are not doing this, so what is going on?

- Any document or spread sheet file sent over the internet will arrive in 'Protected View'. This means that you can view but not edit. If from a malicious source, these type of files may be macro enabled to infect your computer when opened.
- There will be a banner across the top as per the example attached....
- *If you know and trust the source*, then all you have to do is click the 'Enable Editing' button, or you can do the same via the drop down 'File' tab – Info.

Since the meeting there have been some more Q & As posted on the forum page. If you missed them, make sure to have a look <https://u3astowmarket.wordpress.com/groups/computing-technology-discussion-page/>

## Next Meeting.

At the Scout Centre **Friday 13th September**, 2.00 pm – 4.00 pm.