

East SIG Report - April 2015

The April meeting commenced with Paul welcoming all members.

Q&A with George covered a wide range of topics, most of which were answered or suggestions given. Questions covered were;

Q: Emails sent to members often end up in the senders Junk Folder and the return receipt ends up in my Junk folder. What's going on?

A: This problem can depend on the junk filter used by your email client. If the problem always occurs for the same person go to the junk folder, right click and select "Not Junk". If it occurs for different users switch off the Junk Filter.

Q: Windows 8.1 stalls on restart, I need to press the Restart button and Windows then loads.

A: Start in Safe Mode then do a restart and this issue has been seen to go away.

Q: In File Manager (Win 8.1) there are a number of folders generally in "Documents and settings" that I can see but can't access. I can eventually access them by a roundabout method.

A: This appears to be an unusual situation. However it's normal for you to be unable to see documents for other users. Alternatively right click on the folder, select properties to see if the files are hidden or system files.

Q When setting up an Office365 account in Thunderbird, Thunderbird automatically sets up a "special account" which prevents me using my normal MelbPC address as it's already being used by the "special account".

A: Try uninstalling and reinstalling. The member tried this and found it did not work.

Q: For some unknown reason "Caps lock" has been reversed in Win7.

A: Caps Lock can be set in the BIOS or within Windows. The member found from Google if he typed bank in Word in lower case and in quotation marks, then closed and saved it the problem corrected itself.

TIP: To avoid accidental use of the "Caps Lock" key in Windows, under "Accessibility" or "Ease of Use" (depending on your version of Windows) select the option that makes a sound when the "Caps Lock" is hit. A small freeware program is also available that places a cross or tick on screen when "Caps Lock" is hit. Google Caps lock indicator.

Q: My PendoPad tablet cannot see Wi-Fi at home but does at a friend's. It recognised the modem but after entering the User Name and Password it displays "authentication problem" and will not connect.

A: Possibly the encryption at your home is too complex. Use WPA encryption. Check what your friend is using. If your modem has a button, pressing it may initiate the modem to search and find the device. Alternatively check the User Name and Password are correct.

TIP: When asked to enter a password you might not be sure you've entered it correctly as the password will be displayed as a series of dots. Margaret suggested typing the username and password into the username box. Now that you can see the password, if it's correct, cut and paste it into the password box.

Q: I cannot find a spell checker in Office 365 email, does one exist.

A: Yes, try searching under options as you may have it turned off.

Q: I closed down my PC after a remote access connection without logging off the session. Is this a security concern and does a remote access connection leave remote settings on my PC that the remote user can connect to my PC when I next log on? Should I be worried and what should I do when a remote session was not shut down correctly.

A: This could be a security concern as the user ID and password for the session may still be active when you next boot up, but usually only for a set time period. Programs such as TeamViewer for instance expire after about 30 minutes.

TIP: In Control Panel untick Remote Access if you rarely use it.

Q: Windows updates that fail to install, should I be worried?

A: Reinstall the failed updates again and they will usually load correctly.

In the next session Trevor Hudson showed a short video he prepared titled "How to download and install classic shell". Classic Shell is a small software program that gives Win 8 and 8.1 the look and feel of earlier versions of Windows. Trevor's video can be found by typing the title into either YouTube or Vimeo. The presentation concluded with Dave Botherway showing how he recently installed Classic Shell in Windows 10 to gain features not currently available in the next Windows OS.

After the break Stuart Bedford gave another interesting presentation titled "Useful help and information from the internet". This covered websites for travel, local councils and the State Library of Victoria. Once again Stuart has found features that are useful but probably unknown to many members in both Google Maps and the VicRoads website. One of these was traffic flow densities at different times of the day within Melbourne's CBD. Next Stuart showed how Maroondah Council's website gave users the ability to conduct GIS (Geographic Information System) type searches on their property. Finally Stuart concluded with a Google street view walk through of the State Library of Victoria. He gave examples of the vast collections available, showing examples of early photographs of Melbourne from the historic photo collection.

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