

# East SIG Report – February 2016

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**Paul Woolard** welcomed everyone to this our first meeting for 2016. The meeting room this month was much smaller than normal, but I'm assured we will be back to our normal meeting room next month.

The first session was Q&A with **George Skarbek**.

Q: I was helping a member who was trying to install a wireless printer on a Windows Vista and a Windows 7 PC. After 2 failed attempts she ended up with 3 printer symbols in the taskbar.

Right clicking on the printer symbols of the failed installations and then selecting delete failed to remove the erroneous symbols. Can you suggest anything I can do?

A: It's likely that the member does not have admin privileges. I'm not sure whether a normal user, but not a guest user can remove things such as printers. Alternatively if you open a DOS box (type cmd in the search box) and type the command "Icacls" in the DOS box you will be able to "take ownership" of Windows. This command should then enable you to delete the erroneous printer symbols. When all else fails this option is worth trying but is only advisable for the experienced user.

Q: I received a message on my PC today advising me that I've got a virus and to call a phone number to remove it. Has anyone else received such a message? Another member noted he also has a similar message that constantly comes up, which he ignores.

A: This is just a message to get you to take some action that is definitely not in your interest. It's not doing any harm except annoying you. To remove it go to "Control panel" and "Programs & Features" look under installed programs and see if there's a name you don't recognise. If it appeared only recently sorting by date will help discover the rogue program and you can then delete it. If the virus message comes up when you're browsing, the first place to look at is your add-ons. Look for something that you don't recognise and disable or remove it.

Q: The latest version of Java keeps failing to install, what can you suggest?

A: My wife has had this problem and it's easily and quickly solved by using an alternate browser to the one that failed to load Java. Alternatively try uninstalling the old version and then load the new one. You will most likely need to remove any add-ons that use Java to completely remove the old installation. It is also possible you may have 2 versions of Java already installed so go into Control Panel and remove both.

Q: Is the browser in a smart TV safe from any malicious attacks?

A: To my knowledge, as the browser is loaded in the firmware it would be difficult to get at. It's possible it could be hacked, but highly unlikely.

Q: When I log into Outlook on the Office 365 server I'm told the certificate is not current or something of that nature and a message "do you still want to use it?" is displayed.

A: This problem has occurred as there are likely to be multiple machines running (refer to the talk on Virtual Machines at the February main meeting) and the certificate is given to a physical machine rather than a virtual machine. Put simply the virtual machine does not have the same signature and may even be running a different operating system. I don't know of any work around to this problem.

Our next presentation was by **Paul Woolard** on the website "Gizmo's Freeware" ([www.techsupportalert.com](http://www.techsupportalert.com)). The Gizmo's Freeware website reviews all kinds of Windows, Mac, Linux, Android and iOS software, as well as having a help forum and links to a huge collection of free eBooks. As the venue for this meeting did not have internet access, Paul used

the Gizmo site to find a free program that would download an entire website for an off line demonstration. The software Paul found was called HTTrack website copier and enabled him to download the Gizmo's Freeware site at home and then demonstrate the site to members at the meeting.

The Gizmo's Freeware website is divided up according to the operating system, with software for each grouped into categories and sub categories. There are detailed reviews of the best programs in each sub categories, allocating each program a 5 point rating. For those in a hurry, there is a link to the end of the reviews where a point summary lists the pro and cons of each program, gives download links for the software and to the authors website, the software version number, the file size, whether the program is available in 32 or 64 bit versions, whether it's true unrestricted freeware and for what operation system the software is available. Paul recommends members subscribe to the weekly newsletter if they are interested in using freeware.

After the break **Brian Heywood** gave a very interesting and well researched presentation titled "A Brief History of European Settlement in Australia, Victoria and Melbourne". Brian used Google Earth Pro's "Record a Tour" feature with flyovers and zooming to highlight his presentation. The presentation incorporated drop down panels adding textual information and images to complement the Google Earth flyovers. The details of early exploration around and in Australia by early navigators and explorers using Google earth proved a very informative way of presenting this information. When outlining the history of early Victoria and in particular Melbourne's early history, Brian again used flyovers and zoomed in on many of Melbourne's better known features and buildings.

At the conclusion of Brian's presentation members were so impressed that many wanted to know how they can do it themselves. I can see a future "how to" presentation coming up.

Neil Muller