

# East SIG Report – February 2018

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**Paul Woolard** welcomed members back to East SIG after the Christmas break for this the first meeting of 2018. The February meeting then commenced with **George Skarbek** conducting Q&A.

Q: The mouse on my Win7 system has recently started to freeze. The mouse is a wired mouse so flat batteries are not an issue. What could cause this?

A: One very quick fix is to connect the mouse to another USB port. I've seen USB ports suddenly die and come back later. If that doesn't solve the problem, go to Control Panel, select Administrative Tools then Event Viewer. Next select Windows Logs and 4 log categories are displayed. The likely problem will be found in under System. If not found there, look in Applications. Search for items displaying a red error message that mention the mouse and right click on those error messages to show properties. You will need a good knowledge of Windows to make sense of these error messages though. Hackers pretending to be from MicroSoft, Telstra etc. take you to this area of Windows when attempting to convince users they have a serious infection. They will tell you that the red error messages are caused by viruses and that you need to download a fix. The file they provide is really malware and should not be downloaded.

Q: I've recently noticed that on hot nights when the house fans are turned off, the display on the desktop monitor screen goes dead for a few seconds then returns. What could cause this?

A: It's unlikely to be caused by the video card. **Brian Heywood** suggested when you turn the fan off, the inductive load causes a spike in the voltage which may be affecting the monitor.

Q: 12 months ago I purchased Kaspersky AV from a site you suggested called *SaveOnIT.com.au*. Recently I've been contacted by Kaspersky as my 12 month subscription is due to expire. Kaspersky are offering to renew the software for \$90 whereas SaveOnIT sells Kaspersky for \$12. Is this the same product?

A: I've been using SaveOnIT for years for voluntary work I do for organisations who have limited funds. The software that SaveOnIT sells is the same software as offered by Kaspersky. You don't download the software from SaveOnIt, you sign up and after paying you get an email with the serial number. You then go to Kaspersky or whatever software you purchased, download the software and plug in the serial number to activate the software.

Q: On 3 occasions over the last few years, I've received a message in FireFox that my certificate is invalid. I noticed that the clock on the computer has reverted to around 2005 and assume that is the reason for the message. I reset the clock back to the current time and all is well. Has anyone else had the problem of the clock jumping back in time?

A: It's almost certain that the battery in the computer is the cause. The computer battery is like a battery in a wrist watch, in that it only has a life of 3 to 4 years. Usually when your computer is turned on, it uses the internet to connect to an atomic clock service. Normally this would be on a weekly basis. It would appear that somehow synchronization has been turned off and that your battery has died.

To setup the computer to reset the time on startup, right click on the clock on the taskbar and select adjust date/time. Click on the Clock and select "Date and Time Settings". The "Set time Automatically" option should be on. To see what Windows is syncing with, select, "Additional date, time", & then "Regional Settings" → "Set the time and date". Select the "Internet Time" tab → "Change Settings...". There is a choice of *time.windows.com* or *time.nist.gov*, select one and click "Update Now".

Before the next presentation commenced **Paul Woolard** recommended to members a good source of free computer related information can be found on the *makeuseof.com* website. Many reference texts are downloadable pdf files.

Following Q&A **Stuart Bedford** showed “How to Uninstall Default Apps in Windows 10” and how to easily set Windows privacy settings.

Not all default Apps can be easily removed, but a number can. Stuart noted that many of his unwanted and unused Apps download data and updates unnecessarily hence the reason for deleting them. To view which Apps can be deleted go to “Settings” → “Apps” → “Apps & Features” and scroll down the list and select programs you wish to delete. This is how most installed programs can be deleted in Windows. Default Apps such as Groove Music & Maps (Stuart uses Google Maps), are 2 Apps Stuart sees as unnecessary but can’t be deleted by the above method.

Windows PowerShell can be used to delete apps that can’t be uninstalled via Apps & Features menu. However this method needs command line experience and is not recommended for most users. An easier alternative is to use **cCleaner** which is able to remove a number of these Windows 10 default Apps. To do this, run cCleaner and select the “Tools” tab on the left and then select “Uninstall”. Find Groove Music in the displayed list, right click on Groove Music then click “Uninstall”.

After a major Windows 10 update Stuart noticed his privacy settings had been reset back to the default settings. Instead of resetting privacy settings manually after these major Windows 10 update, Stuart found a program called **Privacy Repairer** to easily reset his Privacy settings. Privacy Repairer is freeware and is simple to use. A “Recommended” button is the preferred option although advanced users can still go through the many settings and options individually. Privacy Repairer can be downloaded at <https://www.securilla.com/privacy-repairer>.

Next up **Trevor Hudson** showed two videos he’d prepared to help Windows users find their Windows Product Key in Windows 7, 8, 8.1 & 10. These videos can be found by searching the title “How to find your Windows 7 Product Key” and “How to find your Windows 8 Product Key” on the internet. Trevor has also produced a video for Windows 10 users but as this was similar to the Windows 8 video it was not shown.

If you need your Windows Product Key these videos will be very useful, as finding your Product Key is not as simple as one might think. Trevor’s videos simplify a complicated process and would be recommended viewing. Both videos can be found on YouTube and the new MelbPC website.

After a short break **Colin Lampshire** demonstrated some of the apps he uses on his Android smartphone and Tablet. Colin along with **Kelvin Cording** are the convenors of the North East Android SIG. Meetings are held on the third Wednesday of the month at 10 am at the Hawdon Street Community Hall, 80 Hawdon Street, Heidelberg. Ample parking is available on site or in the adjacent council car park.

Meetings commence with members updating others of any new and useful apps or websites they've discovered. These are often discussed and displayed on screen. This is followed by a Q&A session and a short topic of interest. The main topic for the day follows after a coffee break and normally relates to Android apps or hardware.

After inviting members who use Android devices to attend the Android SIG, Colin demonstrated some of the many apps he uses on a regular basis. Colin used a Windows program called Side Sync to demonstrate these apps which were running on his smartphone. The smartphone was connected to a Windows computer via a USB cable running Side Sync. The display from the smartphone was shown and operated from the Windows computer and projected onto a screen for the audience to view. Android users can download Side Sync at <https://www.samsung.com/us/support/owners/app/sidesync>.

Some of the apps demonstrated or recommended were: gmail, aCalendar, OnAir (TV guide), PayStay, Cellopark AU, Quickpic, AIDA64 (for system info), WiFi Analyser, TuneInRadio, Netflix, Flight radar, Flight aware, Avast AV, Offline Maps & Here WEGo.

Colin groups similar apps in folders on his home screen for easy access. Suggested folder names could be Media, Transport, WiFi, Google, General apps etc. To finish up Colin recommended apps should only be downloaded from the Google Play Store for safety.

Neil Muller