

MOTHERBOARD

A Publication of the Computer Users Group Of Redding, CA

Volume 2016, Number 05

<http://cugr.apcug.org/>

May 2016

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YOUR C.U.G.R. PRESENTS

4th Tuesday, May 24, 2016, 4 - 6 PM

Our Favorite Visitor & Longtime CUGR Friend Is Coming
Frank Tona of Crown Camera!

And he said to bring your actual cameras (not cell phones, or other devices), because he is going give specifics and tips on how to take photographs with Father's Day and graduation coming up.

Frank also said that Moose Peterson, a famous photographer known the world over and a Nikon ambassador, is coming to Redding on June 4th to give a seminar, which is sponsored by Crown Camera.

Frank will give more details at our meeting and talk about



Door Prize

1. Logitech Keyboard & Mouse Combo



2. 16 Gig Jump Drive



3. Pen that is also a Stylus!



One free ticket to each member at the door!

4 pm Social & Business & 4:30 Presentation

Social time & club updates. 4:30 Presentation

Sign in at the Greeting Table and pick up your name tag and please leave it in the Tag Box when you leave. Also please stay and help reset the tables to the Library's original arrangement.

June Meeting

A workshop to troubleshoot our devices & Library information about borrowing books.
July is Ice Cream Social & 50/50 Srawing!



CUGR Calendar

CUGR Board Meeting
During General Club Meeting
May 24, at Redding Library in the Community Meeting Room.

BEYOND BASICS

10 AM, Saturday, May 21,
Weekly, Thur. 1-3 PM
Jane Quinn SIG Leader

Windows 7 and 10. Multi-Media prgs., Photo Editing, eMail, Cloud software, and Google prgs.

See back page for more SIG information

GENERAL MEETINGS ARE at the Redding Library
1100 Parkview Ave,
off Cypress in the Community Room.

OFFICIAL WEBSITE IS
<http://cugr.apcug.org/>

For more information call any Board member listed on Page 2.

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Club Information

Club Website: <http://cugr.apcug.org/>

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Members Volunteering To Help Members!

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New Users, Free Library PC Classes,..... Hardware, Software, MS Windows XP & 7
Spread Sheets.....

Jane Quinn, 365-0825, jqquinn7427@gmail.com **Colly Lord, 224-1633, johnclord@charter.net**
MS Windows 7 & 8, Photo/Video Editing,. General PC Help After Work Hours.....

Jane Quinn, 365-0825, jqquinn7427@gmail.com **Judi Ball, 275-4632, jebed@charter.net**
Internet, Cloud Software, Google Apps. DTP, Graphic Prgs, Photo Editing.....

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Help For Refreshments

The club is providing cookies and coffee at our meetings, but we need volunteers to pick up these items at the store on their way to the library. The club will pre-pay the person on duty for the following month. Please see details, Column 1, Page 4.

Motherboard Newsletter Staff

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Motherboard Newsletter Policies and Deadlines

The *Motherboard* newsletter is published monthly by the Computer Users Group of Redding, PO Box 494778, Redding, CA 96049-4778. The CUG is a 501(c)(3) non-profit corporation. Subscriptions are included in the \$25 annual membership fee. The purpose of the newsletter is to inform members of upcoming events and provide information about the use of IBM compatible computers.

Disclaimer: Neither the CUG, its Officers, the Editor, nor the newsletter contributors assume any liability for damages incurred due to the use of information provided in this publication.

Reprints: Articles from this newsletter may be reprinted by other user groups if credit is given to both the author, CUG and the *Motherboard*. Mail a copy of the newsletter where the article is reprinted

to the Editor at the address in the first paragraph of this text.

Personal Ads For Members:

Requirements are:

1. Advertiser must be a member.
2. The item must be computer-related.
3. The ad must be received by editor J. Ball by the *monthly date of the board meeting*. Sorry, no exceptions.

Other terms must be approved by the club's Board of Officers and Directors.

Article Submissions: All articles and reviews must be submitted to J. Ball by the *Monday of the monthly Board meeting* (see Page 1 for date.) Sorry, no exceptions.

Motherboard Editor reserves the right to make corrections and deletions in all articles in the interest of grammar, style, and space.

President's Message

It's your club. Your input is of value to it.

Our Guest Speaker this month was Hewie Poplock. He spoke to us from Florida. He is an official member of the APCUG board and a presenter to many webinars held by this group. This new method of delivery on topics and engaging content with the right speaker of a particular specialty opens so many opportunities to our group. Talking this week with Judy Taylor, APCUG president, she wants to encourage us to take advantage of this resource. Along with Mr Poplock, she mentioned Gene Barlow as a great presenter. May 7th was the most recent APCUG Video Conference for which you should have received an eMail reminder from me.

The April meeting was really informative. Hewie was so generous to give us his time and interact with us from his Florida location. We asked questions and got answers from him, and he offered to return! Please comment about our "on-line meeting" on our Facebook Group; CUGRmembers or the club's Facebook Page. as our CUGR president, I need to know if you enjoyed this presentation and if you learned anything from it. If you don't have Facebook, email me your input. Such as Jan Brockett saying she really enjoyed the presentation and would like to see another like this. And I thank her so much for that input.

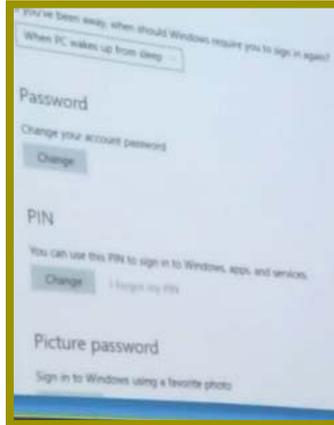
Also take a look at Hewie's website <http://hewie.net> in the section WinSIG and tell me if there's a topic you'd like him to cover. I have posted a video captured from the April meeting on YouTube. I sent all of you a link to it. There's also a small portion on our club's Facebook page. The Board would like input from you and some guidance as to what you'd like us to cover during our future meetings and in the classroom. Anything is fair game. Ask questions about Smart phones, ipads, tablets, laptops, and readers. As an example, there was a recent question about a Kindle reader not connecting anymore to a Gmail account. It was fixed by going to the settings and deleting all the saved passwords and cookies. There are similar settings in all our devices. If we can share this information just by talking about it in our Q&A sessions, I think it

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April's On-line Meeting



Hewie Poplock on screen from Florida with a clear audio sound, so clear in fact that those with hearing aids requested that the sound be turned down!. That alone made it a great meeting for everyone with or without hearing aids



This shows the clarity of the screen views.



Hewie Poplock in corner of screen giving an answer from the audience.



Congratulations To Our Winners!



Karl Moore won the 1 TB USB External Drive!



Jan Brockett won the USB Audio Recorder!



Dick Marx won the Pen with a built-in Stylus!

PRESIDENT'S MESSAGE

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will be of great use. You can also post this type of information to FACEBOOK in the group CUGRmembers. If you have some knowledge in these areas, please share with us. I don't keep up with all the electronic gadgets and am always curious on what's out there.

SCHEDULE CHANGE COMING

Beginning in September we will meet from 3pm to 5pm. I will continually remind you of the change. September is also our month to nominate officers. The Board will meet on **September 27th at 2:30 pm** to plan meetings and new officers going forward.

VOLUNTEER NEEDED IN MAY & SEPT.

I have a need for a member to bring refreshments for May and September. It's an easy task. And we will help you bring the goods into the meeting.

50/50 RAFFLE

We're selling tickets for the July 50/50 raffle, \$5 for one ticket or \$10 for 3 tickets. The total cash collected over these coming months will be split between the two lucky winners.

A NEW SCAM TO BE AWARE OF

There is a company that claims to support Microsoft, but they **do not!**, Microsoft never out-sources their tech support. This scammer is Micro Diagnostics at 888 838 5495.

So, if your PC suddenly goes crazy and you get a message to call this number, 888 838 5495, or anything else such as this, **stop!**

Immediately turn off your PC. (If it's a laptop, pull out the battery!) And turn off your internet router. Then turn everything back on and run your virus program and CCleaner, or whatever you use to clean out your PC.

You can check this out with Snopes and look into Kim Komando for further details about this scam.

If anyone in the club has more detail to a similar incident about any scam, please share with the group. That's what our club was created for: to share the good and bad about our computing world.

Please remember, your feed back is very important.

Thanks!

Jane Quinn

Do I Need A Smartphone?

Phil Sorrentino, Contributing Writer, The Computer Club, Florida, <http://sccccomputerclub.org>, Philsorr.wordpress.com, [philsorr \(at\) yahoo.com](mailto:philsorr@yahoo.com)

Many of you have already answered this question in the affirmative. But for those of you who might still be on the fence, here are a few thoughts that might help make the decision.

1. Contact information is always available.

Put a phone number in your contact list and never have to put that phone number in again. Phone numbers in your phone can be synchronized with the contacts in your email software. With an Android phone, the phone numbers come directly from the contacts list in a Gmail account. The phone numbers will always be available and they will be backed up, so when you change phones (phone disaster or new phone envy), the contacts will show up on your new phone. No need to reconstruct or transfer your phone numbers. Addresses are also handled in the same way.

2. Your Calendar is always available. How many times have you been asked "Is Thursday, the 24th, at 2pm ok?" Doesn't it seem that every doctor's office visit ends with that question? Well, with your calendar available on your phone, you can easily answer the question and propose an alternative, if need be. Not only can you see your appointments on the calendar, but you can see appointments on other calendars, if you link them. You can easily see your appointments and your significant-other's appointments, so that a good decision can be made. I even have a calendar with important dates like birthdays and anniversaries linked in so I can always know when one is coming up.

3. You can get some things accomplished during what would be wasted time. How many times have you sat in a doctor's office much longer than you expected? Sometimes there's a good reason for the delay, but that doesn't help you, if you have to sit and wait, unable to accomplish the things you expected to do. Well, if you had your smartphone (which is really a small computer), you might be able to accomplish some of those things you would normally do at home. You could check your email. If you need to, you can even answer your emails, at least if the answers are relatively short.

(The keyboards on most smartphones are probably only good for short answers, although some people get very proficient, using some of the special keyboard enhancer Apps.) You could catch up on the news. Newsreader Apps are very easy to use. You could check on your investments. Yahoo Finance is one App you might use. And if you have done all the investigating you want to, you can always play a game like Solitaire, Angry Birds, or 2048. Keep in mind that you could do all this while listening to music from your own music collection on your phone, or from a streaming service like Pandora or Spotify.

4. You can check or make a list of things you want to do, or to buy, or whatever. There are many Note-taking Apps that keep track of notes you create so you will not forget all those things you have to do before next weekend. Some Note-taking Apps keep the notes in the cloud, so they're accessible from any device, and some keep the notes on your phone so you don't even need to have an internet connection.
5. You can determine how to get to a location and get directions to a place of interest. The Maps App and Google Earth give you great views of places you may not be familiar with, and they can even give you turn-by-turn directions to get anywhere from your current location. With these Apps, you can find the nearest restaurant or gas station, and get directions if needed. And with "Cortana", the Microsoft Personal Assistant, you can verbally ask for these things, and sometimes receive audible answers.
6. You can take pictures when you didn't even think to bring a camera. Most smartphones have two cameras, as part of the device. A rear-facing camera for taking pictures of scenery, and a front-facing camera for use with skype or for taking "selfies". A camera might be very useful if you get into a traffic altercation. By the way, with the camera on the smartphone, you can even deposit checks into your checking account without ever going to the bank. All

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DO I NEED A SMARTPHONE?

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- it takes is the check, your smartphone, your bank's App, and a steady hand.
7. You can watch videos, or movies, if you are stuck in a place where there is just nothing to do. Most phones have enough memory to hold a few movies, considering a movie might be about 5 GB. And there is always video streaming if you have a Netflix or Hulu+ account. If you are in a Wi-Fi area you won't even have to use up any of your "data".
 8. You can check the weather, but then you could always look out the window. However, you can check the weather at any location, and find out how the weather is up north where some of your friends might be. Don't you love to do this in the winter? I usually tell them I just got out of the pool.

9. Your smartphone can act as a bunch of useful tools. There are Apps that turn your smartphone into a calculator (that's not very earth-shaking), into a compass (that's a neat trick), and even into a flashlight (bet you didn't see that one coming). One neat calculator even shows a tape, and lets you go back to see what each and every entry was. One of the compasses looks just like the one you used when you were a boy or girl scout. And the flashlight is a nice thing to have when the lights go out, or you are in a dark movie theater.

So, you might not need a smartphone, but you might find some of these things helpful. And when you look at the total list of things you can do with that small device, you just might find this reason enough for you to trade in your trusty flip phone for a new smartphone.

Bits And Pieces

by Rush Blodget; IMB/PCUG of Redding, rblodget2@yahoo.com

Again we have comments on cybersecurity. Last week the Record Searchlight had an article entitled YouTube, Facebook easy to download. The article states that you can watch YouTube or Facebook videos offline by first copying them to your PC with a video transfer program. They cite three such programs, all three of which come up with a threat alert when scanned by an anti-malware program such as Webroot Secure Anywhere.

I cautiously clicked on one of the transfer programs for a peek but it didn't fully open. This may or may not have been a mistake inasmuch as after rebooting the computer a message popped up saying that I no longer have access and to regain access I should enter the last password used and then to try other passwords; if this didn't work, go to a specific website that they designated, which again asked for passwords. This seemed to be the work of a key-stroke logger. I still haven't come up with an answer to the question, "how do I save You Tube or Facebook videos onto a computer to be watched later without internet access...?"

Editor's Note: Afraid the answer is "Not done so legally," because these videos are supplied by private sources and only put out to the public to share, not to keep. There probably are hackers that can do it, but using them could bring on a plethora of viruses and malware problems. Not worth it.

Jane Quinn and Judi Ball

Free Ticket Cage To A Good User

The ticket cage is being offered at no cost to anyone or organization that can make use of it. We have come to a point when it is no longer necessary for CUGR. If interested please contact Judi Ball at 275-4632 or Georgann or Karl Moore at 223-4657.



Favorite Smartphone And Tablet Features

Julie Mahaffey, Member, ICON Computer Users Group, MO, Teacher: Beginning iPhone/iPad Favorite Devices (Android & iPhone/iPad) classes, Mercy Seniors Service, January 2016 issue, The ICON Newsletter, <http://www.iconusersgroup.org>, newsletters (at) iconusersgroup.org

I recently asked my smartphone and tablet-using friends what their favorite features are for their devices. Following is what they shared.

1. Navigation

- Smartphone is always with you.
- Smartphones use maps stored on remote servers so the maps are always current.
- Integration with contacts on your smartphone for entering destination.

- Works for driving and walking tours.
 - Useful in town as well as on trips.
- ### 2. Calendar
- Calendar view can be set up as a list, year view, month view, or day view.
 - Can be synced with all devices.
 - Settings allow inclusion of holidays and birthdays from contacts.

3. Alarm

The clock on a smartphone can be

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\$\$\$ 50/50 Cash Raffle! \$\$\$ This is The Next CUGR Drawing in July

The "50/50" stands for whatever cash is raised will be split between two ticket holders.

Tickets will sell for \$5 each, or 3 tickets for \$10. And you need not be present to win. So be certain that you print your **name and phone number** on the part of the ticket(s) that Jane will use for the drawing. And be sure to keep the stub for proof at time of drawing.

Tickets may be bought during all meetings up to time of drawing in

There are no door prizes during the Christmas Party.

Good Luck to all!

July 2016, or during any of Jane Quinn's classes, or by mailing a check to Jane. If you mail the money to her, Jane will assign tickets and hold them for you until the drawing in July.

The next drawing will be at the Ice Cream Social in July, 2016.

qjquinn7427@gmail.com
phone: 365-0825

(By the way, the Quinns are not participating in the drawing.)

Beyond Basics SIG Update

by SIG Leader Jane Quinn, jqquinn7427@gmail.com



Thursdays, 1-3 pm, you're invited to join us at the Senior Center in Anderson for a computer session in the classroom. For special projects I will give individual help at 3 pm. Contact me before to ensure I set aside time to devote to your project. *You can also connect to the classroom at high speed internet through SKYPE. ID is AAASCO2009.*

Our next monthly Multi-Media SIG is May 21. For directions contact me via e-mail above or phone, 365-0825.

Our Sig Group has been using Google Photos. It is a Google web-based Photo Editing program. Which brought me to talk about the subject of Cloud Computing.

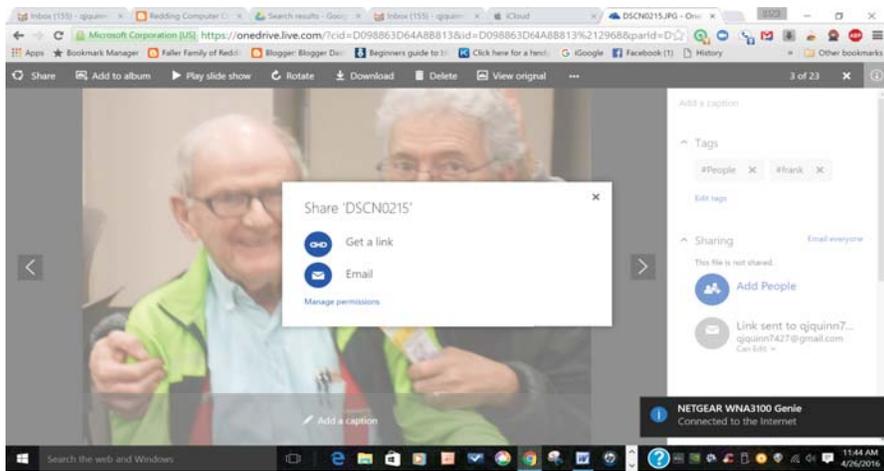
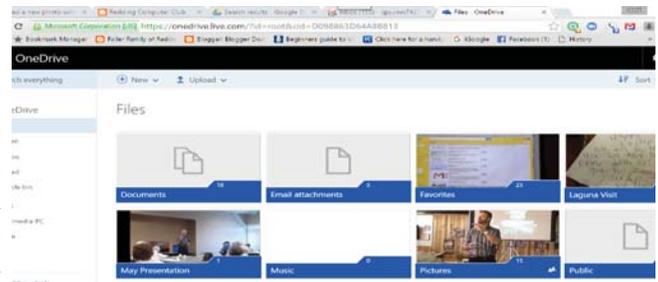
CLOUD COMPUTING: YOUR FILES ANYWHERE ON ANY DEVICE

This month I lost/misplaced some photos and documents that I intended to distribute through our newsletter and the club's blog where I am keeping my digital tips and notes.

I honestly couldn't remember where I put those files. I couldn't remember which computer I was using when I did that project. Or did I put them on an external hard-drive, a thumb-drive, in the iCloud, Google Photos, Google+, MS OneDrive, or even my Google Drive account?

I am very happy to sing the praises of Cloud computing where I found everything on my OneDrive Microsoft account. I had saved these files to the cloud from my desktop PC, which I rarely use any more. I logged into my OneDrive.live.com account from my laptop and forwarded them to the person who requested them.

So here's the thing, everyone has access to Cloud free storage, which also affords you the ability to find your stuff from any device and also share that information easily. You could share club information, meeting notes, recipes, family stories, etc. To share from these free web-based programs you can copy the web link and send this link to anyone. They won't necessarily need a Google account to access your file either. For example, this screen shot shows the link icon. The Get Link symbol is a chain. This is the link you choose to Copy and embed into your eMail message to give the user a link to that file.



With each program there are permission features that let you control what the viewer can do with the content. Can they edit the file, or just view it? If it's a photo all of the above mentioned programs allow the user to download a photo or an entire album.

The same process exists for your iPad and the iPhone. Notice the flower looking icon that matches the one from your smartphone or iPad. The process to get your Album or Photo in the iCloud is identical to the procedure in Google Photos and Google Drive. Click on the Photo, or Album >click on cloud icon>choose the symbol to get more tools(Square with an UpArrow) > Share in iCloud. Done!



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How To Work Faster With Keyboard Shortcuts

Gabe Goldberg, Computers and Publishing, Inc., Tiptet (at) gabegold.com

The Windows mouse is a mixed blessing. It does things — like highlighting and dragging text — that would be tough to do with a keyboard. And yet moving one's hand between mouse and keyboard is a major distraction and time waster; even accomplished touch typers lose keyboard focus when mousing.

So it's worth exploring how Windows' flexibility, providing multiple ways to do things, lets keyboard shortcuts replace many common mouse functions. First, remember that many tasks are standardized across Windows applications, so learning them once helps early and often. And while they'll become second nature as you practice them, don't be overwhelmed by their number — notice a few that will be most helpful and consciously use them instead of mouse clicks. When they're automatic for your hands, pick a few more. You'll soon amaze colleagues and friends with your dexterity.

THE MOST COMMON SHORTCUTS INCLUDE

- F1: Help
- Ctrl+Esc: Open Start menu
- Alt+Tab: Switch between open programs
- Alt+F4: Quit program
- Shift+Delete: Delete item permanently

KEY COMBINATIONS FOR EDITING INCLUDE

- Ctrl+C: Copy
- Ctrl+X: Cut
- Ctrl+V: Paste
- Ctrl+Z: Undo
- Ctrl+B: Bold
- Ctrl+U: Underline
- Ctrl+I: Italic

BEYOND BASICS SIG

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THE SETUP PROCEDURE

With each web based program you need to create an account with a password. Once in the cloud, sync all your devices automatically, PC, Laptop, Android, iPhone, iPad with no limitations.

For the iPad or iPhone; The first step in using iCloud is to access the iCloud Web page and then sign in using the Apple ID. Follow the onscreen instruc-

Microsoft

 provides many shortcut categories, including General folder/shortcut control, Windows Explorer tree control, Accessibility shortcuts, and Dialog box keyboard commands.

A similar page for Firefox lists an amazing assortment of shortcuts for everything but shining your shoes and waxing your car.

A simple way to learn frequently used shortcuts is to note their definitions on pull-downs from application menu bars.

To speed using favorite applications, press F1 for Help and look for "keyboard shortcuts" or the equivalent. Or Google the name of your app plus "keyboard shortcuts" (with quote marks). There's ample information; Googling "keyboard shortcuts" by itself finds almost four million hits!

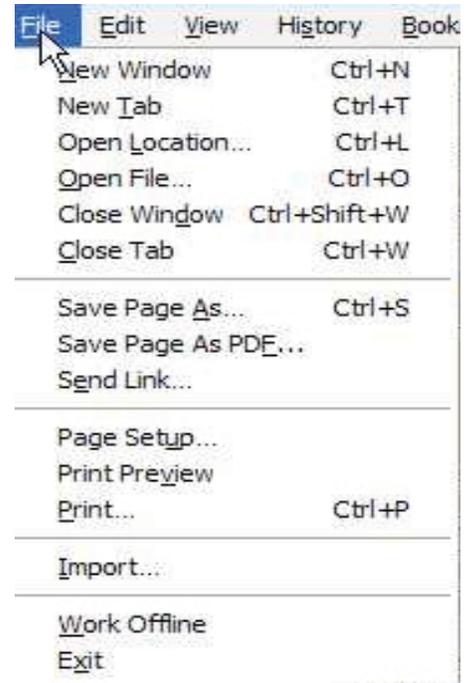
Finally, a time-saving Web browser (Internet Explorer, Firefox, etc.) keystroke combo is Ctrl+Enter, which allows typing part of a domain name (e.g., "microsoft") and having the browser add "http://www." at the front and ".com", at the end. That is, entering "microsoft" in the address bar and pressing Ctrl+Enter creates "http://www.microsoft.com".

Firefox adds Shift+Enter and Ctrl+Shift+Enter which similarly complete .net and .org URLs.

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tions to verify identity by feeding in the code sent to a trusted device. The iCloud apps include Mail, Contacts, Find My iPhone, Pages, Numbers, Keynote, Notes, Reminders, Photos, iCloud Drive and Settings. Once signed in, use any of the apps.

For Google Drive; Find the app in the store from your device. There's an App in the Apple Store, as well as the Android Store for Google Drive. You don't need to download the program to your desktop, it will work seamlessly with your Google account. Just get the



cational purposes, with attribution to Tiptet and the author. It should be unchanged and this paragraph must be included. Please e-mail the author at tiptet@gabegold.com when you use it, or for permission to excerpt or condense. Tiptet's free newsletter provides weekly computer tips.

Editor's Note: Few Windows features are timeless with no outdated stamp, such as a new system plied upon us every couple of years, and keyboard shortcut tips are great old standards that we can count on and that show up now and again to remind us to use them to simplify our PC time. And even though this article was put out several years ago by an APCUG contributor it is just as timely as it was when Mr. Goldberg wrote it. Give these a try if you have not done so before. They will quickly become easy and good habits.

App from the Chrome store and add it to your Google applications. This works off your Google account. So you will need to sign-in before you can access it.

For One Drive : The first step in using OneDrive is to create a Microsoft Account. You may have done this already setting up a new computer. It uses hotmail.com, msn.com and outlook.com accounts. Any files you have in the folders for OneDrive on your PC are backed up in the Cloud. To see and share them go to Outlook.live.com and sign-in with your Microsoft account.

My Windows 10 Upgrade Experiences

Frank Ramsey, Newsletter Editor, Akron Canton PCUG, Ohio, www.acpcug.org, af Ramsey@yahoo.com

I've been previewing Windows 10 since October of 2014 and really like it. The official release couldn't come fast enough for me!

I'm been fortunate enough to have a great laptop to run the preview on...i7 processor, 8 gigs of memory, with a touch-enabled 12" screen. I'm also fortunate enough to have had a spare hard drive to install the preview on. Along the way this disk was replaced by an OCZ SSD disk with Windows 10 migrated using Macrium Reflect, Fast and responsive machine.

As I was running build 10240, July 29th came and went. My preview machine didn't see anything, other than the patches/updates released shortly after. Microsoft gave me a copy of Windows 10 for being part of the preview. Kool!!!! The real fun came with my other machines.

The other machines ran a mix of Windows 8 Pro, Windows 7 Home Premium and Windows 7 Ultimate. Talk about a disaster waiting to happen...

Being a somewhat impatient person, I found that if you went to <https://www.microsoft.com/en-us/software-download/windows10>, you could grab the appropriate (32- or 64-bit based) downloader and updates rather than wait for Microsoft to download them. I grabbed an upgrade to Windows 10 Pro 64-bit and Windows 10 Home 32-bit. Yep, that's the other kicker...versions based on differing hardware architecture. Yes, I had to totally download the update for both. They are 3-4 gigs in size, so be prepared to wait a while. After the first downloaded I copied the appropriate folders (\$Windows.~BT and \$Windows.~WS) from the root of C: to another location...otherwise they would be overwritten by the next download. I also deleted these directory contents after downloading the first files to be sure I had only the proper files for the 2nd download.

I decided to take it easy...the first upgrade was to a laptop running Windows 8.1 Pro 64 bit. This had plenty of free space on the C drive and this hard drive was setup up to the Microsoft standards of dedicated boot and system drive.

I first uninstalled the software I no longer used...know why? Well it just seemed like the proper thing to do. Most were older

versions of utility suites that I got from sharewareonsale.com.

Since I like to try various antivirus products, I removed the antivirus product before running the update. Also because the Google Chrome browser simply did not run properly on the preview of Windows 10, I removed it. I copied the folders listed above to the C:\ drive of the hard drive of interest then ran setupdat.exe from \$Windows.~WS\source\Windows\source and away we go.

After a few hours and a few reboots, the process completed successfully. I logged in with my preview ID and the update activated, ran the update tools to grab the latest updates, installed my anti-virus program and Firefox and it was done. All in all, relatively smooth.

Basking in the glory of a successful update, I turned my attention to my Dell Venue 8 Pro tablet. The tablet was running a 32-bit version of Windows 8.1 with the drive protected by Bitlocker drive encryption. It had about 6 gigs free.

Before running the cleanup as above, including removing antivirus, I cleaned up everything I could; 6 gigs was below the stated minimum of 16 gigs free storage. I did check online and found that various folks reported the update process would ask for other storage to use during the update if the update process found additional free space was required. Let's remember this is a tablet lacking a mouse and keyboard and with marginal free storage. Still I pressed on and ran the update.

The update ran through the various stages for a couple of hours. Just when I thought it was successful, I saw the restoring the previous version message and the tablet proceeded to roll back the install. After another 40 minutes of roll back, the tablet booted into Windows 8.1 and displayed an error message of "0x80070002-0x20007 failed in the SAFE_OS phase with an error during INSTALL_DRIVERS operation|.Boot failed ". Researching this error online was of no help. Lots had the solution, but none met my circumstances. SO what the heck, I tried the update again.

The second update try also failed. I was thinking I might have to perform a clean install or forget about running Windows

10 on this device. Performing a clean install was troublesome...without an OS update would I get a valid Windows 10 product key for free? I had the install media for Windows 8, so I had the required media in case a reinstall was required.

However, as I had reinstalled Windows 8 on this tablet once before, I was not looking forward to it. Having to attach a mouse and keyboard to the tablet and manually unlocking the Bitlocker protected drive is doable, but a royal pain in the tush!

Then I got lucky. One of the devices I purchased along the way was a USB to DVI display adapter from mygica.com. I had tried using this with my Windows 10 preview laptop and discovered the included drivers did not work. A quick search of the Internet turned up some updated drivers. These worked fine in the preview Windows 10 version. I stumbled across the fact that I had used this device on my tablet. Perhaps????

Uninstalling the offending drivers from the tablet I was ready to try again. I was more than a little worried because the tablet now had less than 5 gigs. Try as I might, I couldn't find anything else to remove or purge. "On through the valley of ..." ...well you get the idea. I tried the update again, mentally preparing myself for a full Windows 8 reinstall.

Low and behold, it worked! The update finished successfully, the tablet booted and I logged in using the touch interface with my preview ID to a fully activated Windows 10! Beautiful!!!!

As before, I installed antivirus (a different one than before...remember I like to try different antivirus products) and Firefox, sync'd Firefox and I was up and running. On to my final challenge.

The final challenge is a desktop running Windows 7 Ultimate 64-bit with lots of installed software -- this unit was troublesome. It simply hadn't been running well for a while and I had put off doing anything about it because I knew Windows 10 was coming.

First, I performed a full backup. Then I tried to make a virtual drive using Paragon's Virtual Drive tool. This failed due to conflicts with the Visual C++ runtime library. Try as I might, I could not fix this issue, so the heck with it. I performed the cleanup as above,

but forgot about Google Chrome (more a little later). I'd been toying with the idea of installing a 240-GB SSD as the boot drive, so I cleaned up the hard drive even though it had over 100 gigs of free space. How? Well I moved OneDrive, Dropbox, Downloads, iTunes and some others to other drives in the system. On to the update.

Yes, the update failed. Actually the desktop appeared to hang a couple of times so I did a forced reboot using the power off after letting the computer sit for at least an hour with nothing appearing to happen and no hard drive activity. Windows 10 update rolled back to Windows 7 with an error of "0xC1900101-0x40017 Installation failed in the SECOND_BOOT phase with an error during BOOT operation"

Since I forcibly power cycled the computer not once, but twice, I figured I knew what happened...I didn't give it enough time. The next evening, I repeated the update letting it sit for houuurrrs at each pause. Had to power cycle it again. With the same result. Darn!

More deleting of software. This time I remembered Google Chrome and removed it. I also turned off the Wi-Fi adapter to prevent the unit from connecting to the internet (some on the Internet suggested this). Off to the update again. I had to power cycle once this time, but the update succeeded..at least I thought so because I was able to sign in to a non-activated machine. It was late. Time to power off and perform the cleanup tomorrow.

Tomorrow came. On came the desktop. And it just wasn't right. The mouse and keyboard were sticking. Video resolution was low. It looked like the proper video card had not been detected. And on and on. I decided to return to the previous OS. Which failed reporting no OS on the drive.

Now is where it gets fuzzy. Somehow during one of the attempts at booting with no OS drive, I was presented with an option to perform a full install of Windows 10. Exactly how I don't recall. Might as well I said...off I went.

After confirming to preserve the user files and that I would lose all the installed applications, the reinstall started. And went fine till the 1st reboot. After letting it sit for almost 2 hours, I power cycled the unit, expecting it to lock up again, with another power cycle and then what? Reinstall Windows 7

Ultimate from scratch, then perform a Windows 10 update? Not a clue.

The 2nd power cycle never was required. Following the first power cycle, the install of Windows 10 continued and completed successfully. The install preserved the account I was using, so logging on I went.

To discover the computer was not activated, the proper video card had not been detected and Wi-Fi refused to work. Ready to pull my hair out (not a good thing, trust me!) I rebooted and signed on again using the local account. Then I connected the local account to the preview account, connected the Wi-Fi and rebooted.

Logged back in and Windows 10 was activated. Ok, why? Well I had been using the local user that I had created to log onto the computer. This time I used my preview ID. That has to be the key. I downloaded the updates and got the update for the video card. Apparently the AMD card in the unit is not supported by the install, but an update. Hey, at least it worked! I'm left to install antivirus and deciding what applications are critical and must be installed. I'm not unhappy about the results as I figured it was time to perform a clean OS install and reinstall applications. 6 of one, half-dozen of the other.

UPDATE! I'm adding this a few days after the original article was written. The updated Windows 7 Ultimate machine simply wasn't right. While it seemed to run, it was troublesome. I finally decided to reinstall from scratch again, this time preserving NOTHING.

Just in case, I booted from a rescue CD and copied the C drive to another drive then started the reinstall.

Windows 10 has a decent reinstall process. Go to Settings, Update, click Recovery and answer the questions. My answers were to reinstall, preserve nothing, and reformat the C drive. Away we go.

Things looked good. I gave it all the time it wanted. Ok, after waiting 5 hours for the process to finish, I power cycled the unit. It restarted at the 64% mark and finished successful.

Because I left the Internet connected, the update connected to the Internet and grabbed "critical" updates during the final install phase. For this reason, the proper video drivers were already installed when I signed into the system after install.

I preceded to install required applications, antivirus, Quicken, Office and am using the updated Windows 7 Ultimate machine to finish this article. So far so good!

So WHAT DID I LEARN?

- 1) Prepare for the worst...you might lose the applications and associated data. Determine what are critical apps and find the install media BEFORE the installation.
- 2) Copy your documents to the cloud or other storage.
- 3) Uninstall antivirus (NOT disabled), before the upgrade is run.
- 4) Clean up software that is no longer used or needed.
- 5) Look at any attached devices to see if they might be a problem to the upgrade. Uninstall them unless you are totally sure.
- 6) Remove Google Chrome. It simply doesn't work with Windows 10 now. I'm sure Google will release a fix, but as of late August, 2015, get rid of it.
- 7) Check on free space and cleanup up. Empty the Recycle bin. Cleanup the temp folder.
- 8) Perform a good backup
- 9) Check the integrity of the hard disk (Right Click on the C drive, select Properties, Tools, Error Checking, Scan drive and fix errors found)
- 10) Don't be afraid to power cycle the unit. Sometimes it seems the install process hangs during the install and power cycling may be the only option.
- 11) Have patience!

The last one is the key. Don't get too discouraged...at least try not too!

Hopefully you've been informed and somewhat entertained by my Windows 10 journey. Let me know your experiences.

Break The Chain

APCUG Internet Committee

The FTC has asked us to announce that the website and resource materials for the "Break the Chain" campaign are now available at www.ftc.gov/chain-mail. Many people do not realize that chain letter schemes are illegal. In fact, the Federal Trade Commission recently took action against six individuals who participated in a money-taking chain e-mail scheme - even after the agency warned them that starting or forwarding chain emails is against the law.

Continued on Page 10

Downloading Vs. Streaming — What's The Difference?

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Downloading is something most of us do, almost without thinking about it. Streaming is something we rarely do, unless we watch a lot of movies from YouTube or another such video streaming service. Downloading refers to receiving data from a remote computer. The data comes "down" to you from another system. The received data is typically a data file of some specific type, like a picture or a video, which is then stored on the local computer, for use in the near or distant future. The received file is called a download. The downloading process will progress as fast as the server computer can send the data to your computer.

That process will be affected by (1) your computer's capability, (2) the communications equipment between the server and your computer, and (3) how busy the server computer is at that specific time. The download really comes in many pieces, and the network protocol software in your machine reconnects all the pieces so the received file is identical to the original.

Downloading is done for many reasons. New software is typically acquired by downloading. (I'm sure you already have Google Earth or Picasa on your computer. Both of these were acquired by a download.) Email attachments are obtained by downloading. (Isn't it nice to have those pictures of grandchildren and pets?) Documents are transferred by downloading. (Remember the User's Manual you downloaded when you bought your camera?)

Just as a little aside, here. Downloading and Streaming are both supported by network software included as part of the Operating System. There are many network protocols used on the internet, two of which are HTTP (Hypertext Transfer Protocol) and FTP (File Transfer Protocol). HTTP is the predominant protocol used on the internet and really defines the World Wide Web. Most of our computing activities are on the WWW, so it is HTTP that allows our computers (clients) to connect to web server computers in order to accomplish things like checking our email, making hotel reservations, purchasing something on line, downloading a picture or video file, or streaming a movie. FTP is

used mostly to transfer computer files from one computer to another, and most of us will rarely, if ever, use it.

So, now we know that downloading is the acquisition of a file, from a remote server computer, for future use. You may be thinking; if downloading is receiving a file, is there a way to send a file? Well, you guessed it, as you might have thought, it is called uploading. Until recently, the only uploading most of us may have done was to attach a document or picture to an email.

The act of "attaching" was actually uploading a file (the attachment) to the email server, so it could be sent with the body of your email. But now with Cloud Servers like OneDrive, Google Drive, and Dropbox, the way you get your files to the cloud is by uploading them. Uploading your pictures and videos, or any file that you want to share with others, is probably the first thing you will do after you have set up an account with one of these Cloud services. (By the way, if you haven't tried a Cloud Service yet, give one a try. OneDrive and GoogleDrive will give you at least 15GB of storage space, free. OneDrive is hosted by Microsoft, and you guessed it, GoogleDrive is hosted by Google.)

Downloading is receiving a file from a remote server for future use. (In fact, the file cannot be used until the complete file is received and stored.) Streaming is similar, in that it is the transfer of a file from a remote server to your local computer. But the difference is that the file pieces, as they are received, are immediately used and typically are not stored for future use.

So, as you can imagine, the software to handle streaming is different in that it must process the pieces of the file, in real-time as they are received, and do it fast enough so no pieces of the file are lost. So, streaming is the process of receiving sequential pieces of a file and using those pieces immediately as they are received while the transmission continues its progress to the end of the file. Streaming data is provided by video and audio file streaming services. YouTube is an example of such a video streaming service, as is Netflix and Vimeo. (By the way, you can upload your favorite videos

to YouTube and Vimeo for sharing.)

So, streaming is used to view, in real-time, a video file, like a movie, or listen to music in real-time from a music source. In video streaming, each of the file pieces is a frame of the video and the frames are sequentially displayed on the computer monitor, thereby providing motion to the picture on the monitor. Video frames may have to be displayed at rate of 60 frames per second, so the streaming software has to get all of its work done within 1/60th of a second so it can be ready for the next frame. If the hardware and software cannot process the frames fast enough, frames may be dropped and the resultant picture will stutter or jump. Audio streams are slower than video streams but they too have to produce the audio sound from each file piece before the next piece arrives. (Pandora is an example of an audio streaming service.)

So, now you can see the difference. Downloading is receiving a complete data file and storing it for future use, while Streaming is receiving a file and processing the contents, piece by piece, sequentially from the beginning to the end of the file transmission. Now to experience them, first hand, try both a download and a streaming video or audio. Try downloading Synctoy from Microsoft, a utility that will help you handle your data backup (<http://www.microsoft.com/en-us/download/details.aspx?id=15155>), and Stream something from YouTube to help you with setting up your data backup

(<https://www.youtube.com/watch?v=GiNZPzFxoSc>).

BREAK THE CHAIN

Continued from Page 9

The FTC's "Break the Chain" website, www.ftc.gov/chainmail, has information about the perils of chain e-mails. I hope you'll share this information with your members - by reprinting the article posted on the FTC website, posting their materials on your website or simply linking to the "Break the Chain" website. They also have created a flyer for your members to post wherever computers are used — in the library, at a university, or at home — with reminders about avoiding chain e-mails.



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(For general information call any Officer or Director listed on Page 2)

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 - Cash
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FAVORITE SMARTPHONE AND TABLET FEATURES

Continued from Page 5

used as an alarm, timer, stopwatch, or world clock.

4. Weather Channel App

Provides current temps, local forecasts, radar maps, storm tracking, and alerts.

5. Microphone for Speaking Text

- With dictation you can use your voice instead of typing text when sending email or text messages. Look for the microphone on the keyboard.
- Dictation understands basic text-related commands such as "all caps," "new paragraph," and "new line." When you say "period," "comma," "question mark," or "exclamation point," Dictation adds that punctuation.

Insert emoticons into a text field by saying "smiley face" or "frowny face,"

6. Lists

- iPhones come with the Reminders App. With this app you can make grocery lists, packing lists, and set the app to remind you of a task on a specific day and time.

- Items can be added to the lists by Siri also.

7. Pre-selected text for 2nd caller

iPhone iOS 6 users have the "Reply With Message" function which allows a response to be sent to the caller with a pre-written text message.

8. White Pages App

Look up name, numbers, and addresses.

9. Fingerprint Touch ID

Touch ID lets you unlock your phone and make purchases with Apple Pay simply by using your fingerprint. It uses highly sophisticated algorithms to recognize and securely match your fingerprint. And the improved Touch ID sensor detects your fingerprint even faster than the previous generation.

10. Lock Screen Shows Current Temperature, Time, and Date

11. Increase Font Size and Screen Size

Double tap the screen to stretch the screen for easier reading.

12. Screen Shots

Pressing the Home and Sleep/Wake button to Snap a picture of your smartphone screen. Once a screenshot is captured, it will be automatically saved to your camera roll.

Please share your favorite features with me at cejmahaffey (at) gmail.com. I'll create a list and publish the list in the next ICON newsletter to share with all ICON members.

General CUGR

2015/ 2016

Meeting Schedule

Cut out and save.

4th Tuesday, May 24, 4-6pm

4th Tuesday, June 28, 4-6pm

3rd Tuesday, July 19, 4-6pm

Quiet Hot August

No Meeting or Motherboard

4th Tuesday Sept. 27, 3-5pm

& Board Meeting 2:30pm

PCUsers Group
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Why Join A Computer Group?

1. Benefit from a common interest in a personal (and costly) investment: Your business or personal computer.
2. Enjoy more of that investment by learning more about it.
3. Share tips and tricks, as well as new and old ideas.
4. Become exposed to a variety of new hardware and software without sales pressure.
5. Receive an informative monthly news-letter.
6. Have access to various club functions and all Special Interest Groups (SIGs).
7. Find out that no one needs to be alone and helpless with today's computer technology.

4th Tuesday

*Monthly Meetings Are At
The Redding Library*



1100 Parkview Ave.

off Cypress and to the right of City Hall.

*We will be in the Community Room, which is inside to the
left of the main library door.*

Beyond Basics SIG

Saturday, 10 AM, May 21, 2016

At Jane Quinn's Home, for information contact:
Jane Quinn, 365-0825, jqquinn7427@gmail.com

Windows 7 and 10. Multi-Media prgs., Photo Editing, eMail, Cloud software, Google programs, and more.

This SIG expands beyond multi-media programs and devices to include Internet Browsers, YouTube, Free Software programs, or Apps that do so many various things. We will still work with photos and videos.

There's always a question and answer period. If we can't come up with the answer, we will find it together. I say "we" because we do work as a unit, expanding our knowledge and helping each other.

Every Thursday 1-3pm at the Anderson Sr Center 2081 Frontier Trail 365 3254, join us in the classroom. It's a walk-in format. I remain in the room after class to help anyone with their project or answer questions.

