Interface

Tuesday December 14, 2021

2021

Inside This Issue

Annual Christmas/Holiday Bash

At
Spectrum
129 W4th St.
Lorain Ohio

Our links can be found at:

LCCUG.com/links, There you will find many interesting places to visit. Check them out and see what you can find interesting

NOTICE: MEETINGS ARE HELD ON ZOOM AND IN PERSON

LCCUG Meetings will be happening on ZOOM and IN PERSON – your choice!
At a new time: from 10 am. - noon
in a new location: LCCC facility at
201 W. Erie, Lorain
Our meeting space is on the first floor – easily accessible – larger – refreshments available! Please email info@lccug.com if you have any questions or concerns!

A Word From Our President

Here we are, ready to wrap up another year.

We had LOTS of changes this year! We are in a new location and at a new time! I hope we can continue to adapt to the changing needs of our group. By continuing to offer the meetings online we want to have an option for everyone.

Please join a meeting; check our webpage or the newsletter for announcements, and our Facebook page for news. The third Tuesday problem solving workshops have started up again. Let us know you want to attend so that we can plan on it.

Our December meeting (lunch) will be held at noon at the Spectrum training center on 129 4th street in Lorain. I hope you are signed up to attend. We will be holding a 50 – 50 raffle for 2nd Harvest Food Bank at that time. There will be prizes for those who participate in the raffle.

We hope next year will bring lots of good experiences, learning and good health for us all.

Sandra Ruth
LCCUG President

LCCUG Officers For 2021

President	Sandee Ruth president@lccug.com
Vice President	**Vacant** vp-programs@lccug.com
Secretary	Don Hall secretary@lccug.com
Treasurer	Micky Knickman treasurer@lccug.com
Newsletter Editor	Pam Rihel newsletter@lccug.com
Web Page Editor	Richard Barnett webpage@lccug.com
Statutory Agent	Sandra Ruth statutory_agent@lccug.com
Director of Membership	Dennis Smith membership@lccug.com
Director of Advertising	Richard Barnett advertising@lccug.com
Director of Education	Neil Higgins education@lccug.com

Computer Club News

Don't Forget to Bring in Your Used Ink Cartridges LCCUG is collecting empty ink Cartridges

Recycle & Help Our Club Too!

Woohoo!

Your renewal dues have been reduced from $25.00 to $15.00. When everything else is raising their prices our Computer Club is lowering their dues.

*Spectrum
129 W4th St.
Lorain Ohio*

There will be no Zoom or in-person meeting at 10 AM on Tuesday Dec 14. There will be a Holiday Lunch **at Noon** at Spectrum located a 129 W4th St. in Lorain for those who have already committed to attend.

There will not be a Problem Solving Workshop in December. See you next year.

The Lorain County Chapter of OGS

is having its next meeting online:

Check our webpage for the next program.
http://loraincoogs.org/events.html

We are having our meetings virtually using bluejeans.com.
To join the meeting on a computer or mobile phone:
https://bluejeans.com/5006724159?src=calendarLink
Also a link will be sent to you before the meeting.

North Ridgeville Library, 35700 Bainbridge Rd. North Ridgeville, Ohio. Meetings are free and open to the public. Social time is at 6:30 PM and the program begins at 7:00 PM. Canceled Until further notice due to Covid-19

John Kolb
secretary@loraincoogs.org

Executive Board Meeting Minutes

NOVEMBER 2, 2021

The October board Zoom meeting was attended by Sandee Ruth, Don Hall, Micky Knickman, Pam Rihel and Richard Barnett.

Richard will check with Glenn Pubal whether he will do a Zoom or in person presentation next week.

Next month's Christmas Party was discussed. Raffle, minimum attendees, gift and subsidized cost were considered.
Pam moved, Micky seconded members be charged $5 for the meal and guests be charged $15. Motion passed.
Sandee will send out an e-mail to members of cost, time and place of Christmas Party.

Last month's hybrid meeting was questioned and Richard who watched it on Zoom said it went well.

Pam moved, Richard seconded meeting be adjourned.

General Meeting Minutes

NOVEMBER 9, 2021

President Sandee Ruth called the combination in-person / Zoom video meeting to order. A motion to accept the minutes as shown in the November issue of the *INTERFACE* was made by Ellen Endrizal, seconded by Elaine D'Andrea. Motion passed by voice vote.

Sandee explained the rules regarding the Christmas Party next month.

Glenn Pubal of Royal Business talked about the new Windows 11 and the problems the business is having with delivery and cost of electronics. An example: delivery of printers is 12 months.
Glenn mentioned Microsoft will support Windows 10 until October 2025.

Don moved, Micky seconded meeting be adjourned.

Computer Club News

Don't Forget to Bring in Your Used Ink Cartridges LCCUG is collecting empty ink Cartridges

Recycle & Help Our Club Too!

MEMBERSHIP WITH LCCUG:

Yearly dues are now $15.00. For more information contact:

Dennis Smith
Director of Membership,
membership@lccug.com.

Meeting Location:
At a new time: from 10 am. - noon
in a new location: LCCC facility at
201 W. Erie, Lorain
Our meeting space is on the first floor – easily accessible – larger – refreshments available! Please email info@lccug.com if you

Lorain County Computer Users Group

2021 Calendar of Events

http://lccug.com
email: info@lccug.com

Using Zoom

Meeting opens at 10 am – program starts at 12 pm

2nd Tuesday of each month. Changes are announced on the webpage and the newsletter.
All meetings are open to the public

January 12, 2021, Avast & PC Security

February 9, 2021 Password Managers by John Kennedy from APCUG

March 13, 2021 The Cloud is Here - Don't Get Left Behind - by Judy Taylour from APCUG

April 13, 2021 TeamViewer and AnyDesk - by John Kennedy from APCUG

May 11, 2021 Back Up Your Stuff - by Micky Knickman and Neil Higgins

June 15, 2021 How Technology Has Changed How We Listen to Music - by Ray Baxter APCUG

July 13, 2021 Digital Asset Estate Planning...

August 10, 2021 Purchase Decisions… By Ray Baxter APCUG

September 14th, 2021 Evernote by Hewie Poplock

October 12, 2021 - Cell Phone & Other TV Viewing Options presented by LCCUG officers

November 9, 2021 – Windows 11 presented by Glenn Pubal

December 14, 2021 - Holiday dinner at Spectrum banquet hall

Member of Association of Personal Computer Users Groups

Thinking of shopping with Amazon? Well you can now go to our **lccug.com** website and just click on the amazonsmile link and start shopping.

Our club gets rewarded for any items purchased from our website. So the more you buy the better it is for our club. SO START SHOPPING.

NEED HELP?
Here's Who to Contact:

Neil Higgins
 440-985-8507 - **higgins.neil@gmail.com**
 Evenings 6 p.m. -10 p.m. + Weekends
 Hardware, Linux & Windows Operating Systems,
 Chromebooks, Tweaking your system

Micky Knickman
 440-967-3118 - **micky@knickman.com**
 Daily 6:00 am to 4:00 pm. Leave message if no answer.
 General Software Configuration, Hardware Installation, Basic to Advanced Windows

Richard Barnett
 440-365-9442 - **Richard216@aol.com**
 Evenings & Weekends
 General Software Configuration, Hardware Installation, Basic to Advanced Windows & Web Page Design

Sandee Ruth
 440-984-2692 - **sandee29@gmail.com**
 Basic Word Processing, Windows, & Web Design
 Advanced Internet

Pam Casper Rihel
 440-277-6076
 6:00 p.m. to 9:00 pm Monday thru Thursday
 Genealogy help
  prihel1947@gmail.com

Denny Smith
 440-355-6218 - **dennis.smith@windstream.net**
 Microsoft EXCEL
 Leave message on machine if no answer

If any of our members are interested in helping other users with what programs you are adept at, please contact any of our officers with you name, what program or programs you would be willing to give help with, you email address and or phone number and when you would like to have them call you. Thanks

Problem Solving Workshop

Date: Tuesday - December 21, 2021
 Time: 5:30 - 8 pm   Instructor: Micky Knickman,
  Neil Higgins, Richard Barnett
 Place: LCCC @ 201 W. Erie Ave., Lorain, OH

Learn how to repair or update your computer by changing hard drives, memory, CD ROMs, etc.

Members are encouraged make an appointment by emailing Micky or Neil at. micky@knickman.com or Neil at Higgins.neil@gmail

The Problem Solving Workshop is being held at our new building, LCCC, 201 W. Erie Ave. Lorain, Ohio

You are asked to bring in your computer, laptop and other electronics that you need help with.

Learning About Electronics

Date: Tuesday - December 21, 2021
 Time: 5:30 - 8 pm Instructor: Sandee Ruth
 Place: LCCC @ 201 W. Erie Ave., Lorain, OH

Learn how use you electronic devices.

Members are encouraged to bring their tablets, iPod, kindles, etc. at 5:30 pm for assistance from Sandee and any other knowledgeable members. The public is welcome to sit in on these classes.

Do you want to create your own 2022 calendar?

Here is a link to a site that has many calendar templates to customize and download:

https://www.calendarlabs.com/2022-yearly-calendar

Describing the Quantity of Computer Storage

By Joel Ewing, President,
Bella Vista Computer Club
June 2021 issue, *Bits & Bytes*
www.bvcomputerclub.org
president@bvcomputerclub.org

Computers can store data or information in several ways internally and on various media and storage devices. How we describe the capacity of this storage has evolved considerably over the last 70 years, which explains some of the inconsistencies found in usage.

One of the first things one used to be taught in Physics, even in High School, was that a number representing a measurement was useless (and counted as an incorrect answer) if not accompanied by the appropriate unit of measure. The unit of measure (g, kg, lb, nt, W, ft, m, km, etc.) was essential to define not only the true magnitude of the value but to distinguish among types of measure: weight, mass, force, energy, distance, charge, temperature, etc.

How We Got Ambiguous Computer Storage Notation

While all computers in common use today tend to have storage organized around the concept of a "Byte" or "character" containing 8 "bits" (base-2 binary digits), this was not always the case. Earlier computers had organizations based on decimal digits, on characters represented by less than 8 bits, on "words" containing some number of decimal digits (10), or on "words" containing some number of bits (12, 16, 32, 36, 48, 60).

For computers organized around decimal digits with memory locations addressed in decimal, one talked about memory having so many "K" digits or words of memory, where "K" was "1000" (no computers had enough memory yet for "M" to be an issue). If varying amounts of memory could be purchased, the physical memory sizes had to be manufactured in quantities that were round numbers in base-10. Machines with 20,000, 40,000, or 60,000 digit memory were described as 20K, 40K, or 60K machines.

Computers that were not organized around decimal digits addressed internal memory locations using a binary address, and this required that memory be manufactured in quantities that were round numbers in base-2. So you would have memory size increments of 1024 (2^{10}), 2048 (2×2^{10}), 4096 (4×2^{10}), 8192 (8×2^{10}), 16384 (16×2^{10}), etc.

[1]An exception were some ingenious machines created at Moscow State University starting in 1958 ("Setun" and "Setun 70") based on the ternary (base-3) number system rather than binary. The ternary design required fewer discrete electronic components, a distinct advantage because of electronic component scarcities in the Soviet Union at that time. Soviet internal politics and software compatibility issues with the more-widely-adopted binary architectures caused the eventual demise of this architecture.

Those that worked with such computers quickly tired of describing computer memory capacity in the cumbersome exact-decimal-value notation and adapted the shortcut of using K=1024= 2^{10} so the above round numbers in binary could be expressed more simply as 1K, 2K, 4K, 8K, 16K. This was particularly convenient since even if your mind subconsciously saw these values "in decimal," you would only be off by 2.4%. Note that although this is a convenient notation, it is a "corrupted" usage of "K," which is a prefix derived from the Greek word for "thousand."

Computer storage other than central internal storage was a different matter. Disk storage and tape storage capacities were based on state-of-the-art recording techniques, choice of physical media dimensions, and recording densities. These factors produced capacities that tended to not be nice round numbers in either binary or decimal. Changing the definition of "K" in this context provided no notational simplification, so in the context of disk and tape capacity, "K" continued to have its customary meaning of "1000".

As maximum available and affordable computer storage capacities increased, the above conventions were extended to include the prefixes of:

- M (mega), meaning 10^6 = 1,000,000 OR 2^{20} = 1,048,576,   depending on context
- G (giga), meaning 10^9 = 1,000,000,000 OR 2^{30} = 1,073,741,824, depending on context
- T (tera), meaning 10^{12} OR 2^{40}, depending on context.
- and so on, for prefixes for powers of 10^3 higher than 10^{12}.

Until the mid-1980s, the only people exposed to this prefix usage were the relatively small number of computer professionals who understood the conventions. The vast number of PCs and other computer devices that have become available over the last three decades have resulted in many computer users now being exposed to these conventions without the underlying knowledge of computer architecture to understand the context distinctions.

The Solution

To eliminate this decimal/binary ambiguity, in December 1998, the International Electrotechnical Commission (IEC) approved an International Standard for names and symbols for prefixes for binary multiples for use in the fields of data processing and data transmission. That standard is recognized by NIST (U.S. National Institute of Standards and Technology – formerly known as the US Bureau of Standards) and can be found at
https://physics.nist.gov/cuu/Units/binary.html

By this standard, usages of prefixes K, M, G, and T where a power of 2^{10} is intended should be replaced by Ki, Mi, Gi, and Ti, respectively. These abbreviations correspond to kilobinary, megabinary, gigabinary, and terabinary, and are pronounced as "kibi," "mebi," "gibi," and "tebi." So, 16 GB of RAM for a PC should more correctly be called 16 GiB of RAM. This would be spoken as "16 gibibytes" and mean 16 x 2^{30} Bytes.

Getting people to adopt the newer non-ambiguous conventions has been a non-trivial exercise. After two decades, retail consumer hardware manufacturers are still frequently not observing it. You will find some computer software correctly using the new standards (system and file utilities in Linux), and some not (system and file utilities in Windows 10, which tends to report both RAM storage and Disk storage in "GiB," with both mislabeled as "GB"). That consumers are confused is evident when you see someone who erroneously believes that "GB" always means 2^{30} for computers, or is just confused by Windows 10 misuse of "GB" complain that the capacity of his hard drive was exaggerated because he misinterpreted the manufacturers 500 GB to mean 500 GiB. I personally try to use the standard binary prefixes consistently where appropriate, both to avoid unnecessary ambiguity and to educate others about their existence.

If you are familiar with the conventions, it is clear when a retail PC advertises a RAM memory of "8 GB" that what they really mean is "8 GiB" because PCs use a computer architecture with binary memory addressing. It is similarly clear that a mechanical SATA Hard Drive advertising 1 TB of storage probably means it is close to, hopefully, a little over 1TB, and not 1 TiB, which would be 10% larger. Close but not exact because there is no reason why a physical device with varying physical track lengths should hit a capacity with a nice round decimal number.

Now in the case of a "240 GB" SSD solid-state drive, I am not certain what value is intended. Since there is discrete solid-state memory under the covers, no doubt the base storage inside the unit is really 256 GiB. But there also has to be a programmed computer processor inside that is emulating a SATA hard drive, so out of that 256 GiB, some memory must be used for the hard drive controller program, and some space taken for buffers and other data storage required for the hard drive emulation, and perhaps some space kept in reserve just in case marginal performance or failures are detected in some blocks of the memory, like

having hidden alternate tracks on a mechanical hard drive that can transparently replace a failed physical track. After deducting the overhead for the device emulation, that could leave either 240 GB or 240 GiB usable storage for the emulated hard drive. I suspect they would mean the lower 240 GB in keeping with mechanical hard drive capacity conventions, but I am not 100% sure.

It ought to be possible to get RAM and PC manufacturers to use the more correct GiB in place of GB for RAM capacity. Hard drive and SSD manufacturers should specify their approximate capacity in both GB and GiB as well as the actual exact Bytes. While the current GB values are conventional usage, you still have the problem with neophytes seeing only a GB value and thinking it should be interpreted as GiB.

Another sloppy usage that drives me to distraction is hearing or reading someone describing his computer storage or speed as so many "gigs." So, he has "billions." Billions of WHAT? "G" is only a quantity multiplier, not a unit of measure! Without the correct units, the number is meaningless. This misuse is particularly confusing in the area of data transmission speeds, where units of both "bits per second" and "Bytes per second" are in common use.

Genealogy Tip of the Day

Michael John Neill Genealogy Day December 12, 2021 Rootdig.com mjnrootdig@gmail.com

Recording Date Versus Execution Date

The recording date of a document is the date that a copy of the document is filed for record. The execution date is the date the document is signed or actually executed. If you've got an extensive series of documents on an individual, order them by execution date–not by recording date. The items may not have been recorded in the order in which they were executed.

Help support Genealogy Tip of the Day by visiting any of the following sites:

SOCIAL SECURITY TRICKS HIT TOP OF SCAMS LIST

Social Security imposter scams have now reached epidemic proportions in the US, outstripping IRS impersonation scams for the first time, according to the federal government.

Some 76,000 complaints valuing losses at more than $19 million were filed in the 12 months prior to April 2019. The comparable IRS sum was $17 million.

But it gets worse. Almost half of those complaints came in the final two months of that period, signaling criminal activity on a huge and growing scale. That can only happen because the scams actually work.

And that $19 million accounts for a tiny 3.4 percent of the complaints. The rest relate to reports of Social Security number (SSN) thefts, which can subsequently be used for identity theft.

The median or midpoint among individual losses comes out at around $1,500 per victim, which is about four times the amount lost in other types of fraud.

An indication of the scale comes from the 55+ age group organization AARP. Its director of fraud victim services says a massive 94 percent of calls to its Helpline are about Social Security scams.

The current main scam comes in a call from an impostor claiming the victim's SSN has been used in a crime and so it has been suspended. Sometimes, they already have the individual's SSN. If not, they ask for it as "confirmation."

PAY A FEE
Then, in order to reactivate or unfreeze the account, the victim will have to pay a fee, usually in gift cards or a virtual currency like Bitcoin.
Often, crooks also doctor your caller ID so it looks like the call is genuinely coming from the Social Security Administration (SSA).
The calls may also be automated (Robocall)

but invite recipients to "press 1" to speak to an SSA official.

This can all seem pretty convincing except for one major factor - the SSA does not suspend Social Security numbers. Period. Nor do they call and demand money. So, if you get one of these calls, you can safely hang up.

Other variations of Social Security scam tricks aimed at stealing your info include calls or emails saying that you're entitled to a refund; you need to "update your account information"; the SSA computers are down; you need to en- roll in a new program; they need you to answer some security questions such as giving your mother's maiden name.
It's all about identity theft.

SNAIL MAIL VERSION
Another scam even arrives by regular snail mail. It's a letter that offers additional security for your Social Security account - but, of course, there's a form to fill in with all your per- sonal info.

Right now, there's an additional scam threat to Social Security recipients. Due to an oversight, the SSA actually "forgot" to deduct Medicare- related premiums from 250,000 Social Security payments for the first five months of this year. Yes, they really did this.

That means, you may get a bill from a Medi- care Advantage or drug plan insurer for the out- standing sums. But because the issue is poten- tially confusing, scammers will almost certainly use it to try to lever more money out of older folk.

If you get one of these bills, verify that the mon- ey genuinely hasn't been deducted from your Social Security check. Then download this ex- planation of what to do from Medicare.

ACTION LIST

Here are some other things to know to avoid falling victim to this scam:

   1. Note that the SSA never emails requests for personal information.

2. Nor does it visit homes without making a prior appointment.
3. Never provide personal, financial and other confidential information in response to an unsolicited call. Any such request is a scam.
4. Don't wire money to someone you don't know, even if they say they're from the SSA.
5. Don't be fooled by callers who already have your SSN or the last four numbers.
6. Don't trust your caller ID.
7. Ignore phone threats. That's not the way government departments operate.
8. Securely protect and store your SSN and card.
9. If you're in any way concerned the call might be genuine, call the SSA on 1-800-772-1213 or 1-800-269-0271 -- or contact your local Social Security office.
10. Stay in touch and learn about the latest tricks from Scambusters - and please share this report with friends and family.

If we're too late with this warning and you al- ready believe you're a Social Security scam victim, file a report at **https://oig.ssa.gov/report** or **www.identitytheft.gov/SSA**.

ALERT OF THE WEEK

The 419 Nigerian scam is alive and well. You remember; it's that email from a prince or gov- ernment official who wants your help to smug- gle money out of the country.

The past few months have seen a surge in this scam (which asks you for cash first so the big money can be sent to you).

This time, however, the scam comes in the form of a letter from a bank executive some- where in Europe pretending to be executor of a will from someone who shares your last name and who recently died in a tragic accident.

The bad news is that your inheritance doesn't exist. The good news is that you didn't lose a relative in a recent accident!

That's it for today -- we hope you enjoy your week!

Dan's Desk
Don't Respond to Potential Scams

By Dan Douglas,
President, Space Coast PCUG, FL
April 2021 issue, *The SCPCUG Journal*
www.scpcug.org
datadan@msn.com

PLEASE PRINT THIS OUT AND PASTE IT NEAR YOUR PC AND READ IT BEFORE RESPONDING TO ANY POTENTIAL SCAMS.

Unfortunately, I have seen a dramatic increase in people seeking help after being scammed on their computers. Unfortunately, this includes some of our SCPCUG members. So, this month, I would like to share some precautions you can take to minimize your exposure to getting scammed on your computer.

Let's look at the most common ways of enticing people to fall for these schemes:

1) Phone Calls - Receiving or placing a phone call, supposedly from or to some recognizable, well-known/trusted organization, such as Microsoft, Dell, Amazon, HP, etc.

Prevention and best practices to avoid falling victim:

If you want to contact an organization, go to their official website and click on the contact us link. Do not search for contact info. Scammers pay to be listed first on common searches and will act as if you are calling the real company. I've seen this many times with people trying to call HP for printer issues or supplies. They do a web search and call the first number that comes up, and the person convinces the caller that their printer may need an update, and if they give them remote access, they can check it out, and then it is game over.

It is extremely unlikely you would ever receive a phone call regarding your PC or any activities you perform.

My advice is to immediately hang up on anyone claiming to be calling from one of these organizations.

2) PC Messages - Receiving a screen message on your PC that informs you - take your choice - you have been hacked, you are in danger of losing your banking passwords, your PC has been used for illegal acts and will be reported to the FBI, your IP address has been traced, etc. The message usually states to not turn off your PC and to call some number immediately.

These are commonly delivered through your browser (Edge, Chrome, Firefox, etc.) but can be cleverly designed to hide where it originated from or look exactly like common company messages by using their logos and copies sections from their actual web pages.

Prevention and best practices to avoid falling victim:

Ignore the message – do not be scared or worried. Instead, immediately force your computer to shut down completely (NOT sleep) – pull the plug if you need to. The scammer will usually disable many of the common ways to close the program/browser normally, such as preventing you from clicking on the close X in the top right-hand corner, so forcing the power off may be the only way. Usually, the scam will not permanently infect, corrupt, or access any of your information if you shut it off immediately. Download the free version of Malwarebytes from **www.malwarebytes.org** if you want to be sure all traces are removed. If you let the scammer have remote access to your PC, you may need to change your accounts (credit cards and financial) and their passwords to be safe.

3) Email – Opening an attachment or clicking on a link embedded within an email can launch any one of many forms of 'attacks.'

Prevention and best practices to avoid falling victim:

The first thing that I always do when I get an email that may be suspicious is to check the sender's email address. Your email program may always show this address, or you may need to hold the mouse over the name to see the actual email address that was used to send the email. Anything that doesn't look normal, such as a domain name that is not the same as the company name, or a sender ID that looks made up, such as dsae12345@ myname.com, I would delete/flag that email as junk and report it as a phishing email. Phishing is where the scammer tries to get you to log on to a website that looks like a legitimate one but really captures your login information – common ones are banks, PayPal, and Amazon. Never open an attachment without checking the sender's email address first. Malwarebytes is a good program that may be able to block many scam programs before they are active if you are using the premium version.

Genealogy Tip of the Day

Michael John Neill Genealogy Day 2021 Rootdig.com
mjnrootdig@gmail.com

Is Social Media Causing you to Fritter Away Genealogy Time?
michaeljohnneill, 08 Dec 12:20 PM

How much of your "genealogy time" do you spend on social media? Is it helping your research or hindering it. Do you make effective use of social media for your research during your "genealogy time" or are you scrolling through posts and updates that are highly distracting?

For me, the one drawback of being online for research tasks, database use, etc. is that other aspects of the online world are also available. Those aspects can waste time. I find it helpful to turn certain apps, programs, and notifications off. Closing out certain windows can help as well.

It's great to reach out online for help in understanding and interpreting records, but give a thought to whether the amount of time you are "on" social media is actually beneficial to your research. Not necessarily a correct answer to this. Just something to think about.

Elections of Officers 2022

Elections to be held at the December 14th Meeting

President Sandee Ruth president@lccug.com

Vice President (Vacant)
vp-programs@lccug.com

Secretary Don Hall
Secretary@lccug.com

Treasurer Micky Knickman
treasurer@lccug.com

Newsletter Editor Pam Rihel
newsletter@lccug.com

Webpage Editor Richard Barnett
webpage@lccug.com

Statutory Agent Sandra Ruth
statutory_agent@lccug.com

Director of Membership (Vacant)
membership@lccug.com

Director of Advertising Richard Barnett
advertising@lccug.com

Director of Education Neil Higgins
education@lccug.com

If you would like to run for one of these offices, please contact any officer and let them know which office you would like to be nominated for.

Thank you and hope to see you all Dec.14th. Step up and become an officer; your dues are paid for by the club.

LCCUG WORKSHOP
Class Ideas?

Neil may be starting up his workshop soon and he would like some ideas on what type of projects you are interested in learning about. Contact:
Neil Higgins Education@lccug.com.

Dan's Desk

Most Common Issues that Need Repair from a PC/Mac Repair Shop Perspective

By Dan Douglas, President, Space Coast PCUG, FL
June 2021 issue, *The SCPCUG Journal*
www.scpcug.org   datadan@msn.com

This month I am updating the presentation highlights from the session I gave at the APCUG virtual Technology Conference held back in 2019. I spoke on "Most Common Issues that Need Repair from a PC/Mac Repair Shop Perspective." Here are some of the highlights:

Failing or Failed Hard Disc Drives/HDD

Symptoms
- Poor performance
- Boot failure message
- Hard drive failure prediction message is sued by Self-Monitoring, Analysis and Reporting Technology (SMART)

Solution
- Replace HDD with HDD (I no longer recommend doing this; you will be much better off with an SSD in almost every case)
- Replace HDD with Solid State Disk (SSD) If old HDD is still bootable, clone to a new drive
- If the old HDD is not bootable but is still readable, copy personal files off for later transfer to the new drive.

Web Scammer Messages

- Symptoms
- Locked out from PC with message panel displayed with a number to call
- Phone calls claiming to be Microsoft, Dell, etc.
- Web page that states you are infected and must call

Solution
- System Restore to last system checkpoint
- Clean/reset browser start pages and/or search engine
- Install Malwarebytes and perform a scan to remove any nasty programs

Poor Performance

Symptoms
- Slower boot times than normal
- Mouse/keyboard slow to respond
- Browsers/apps slow to load/respond

Solution
- Check for hard drive errors, and excessive usage in Task Manager – many hard drives with capacities of greater than 500GB are failing much sooner in my experience
- Check for malware/spyware – run Malwarebytes
- Check for obvious 'junk' programs in Programs & Features, especially programs that claim to maintain drivers
- Check for missing Windows updates
- Check Event Viewer logs for error messages

Lockout/Loops After Updates

Symptoms
- Spinning circle with black screen
- Loop constantly restarting
- A message with automatic repair failure/attempts

Solution
- Try using System Restore in Advanced tools
- Sometimes just letting it run 15-30 minutes fixes it

If these do not work, back up personal files and try a reset of the OS. Sometimes, the HDD must be wiped and reloaded if Windows cannot be booted after all recovery actions fail.

Consumer Reports: Safe Shopping Online

This recording of a webinar can be viewed at:
https://action.consumerreports.org/workshop_online_shopping

Here is also a **link to the slides** in the video.