

Founded 1982
www.rcsi.org



"Your Computer User Group of the Air", Saturdays from 12:00 pm to 2:00 pm with Nick Francesco, Dave Enright, and Steve Rae. Broadcasting on JAZZ 90.1 FM from Rochester, NY. Call 966-JAZZ (585-966-5299) or 800-790-0415

The RCSI 'Monitor' newsletter can be found in most public libraries in Monroe County. *Free* copies can also be found in the following computer stores: Microworx, Just Solutions, TSC Electronics, and Pod Computers. Digital copies may be obtained from www.rcsi.org or my cloud storage at <http://tinyurl.com/tonydel-rcsi-newsletters/>.

Some Past Presentations:

Open Source and Free Software
Protecting Your Identity
Keeping Mobile Devices Secure
Mobile Payments
Flash Drives-Not Just for Storage
Features, Mac OS X & Windows
Tablets, the Programs and Uses
Personal Finance Software
Amazing Browser Tips
Linux is Like Cars
Close up Photography



The Rochester Computer Society, Inc. a computer club open to everyone

MONITOR

Vol. 35, No. 9

September 2017

Next Meeting, Tuesday, September 12,
at St John's Meadows

Tue, Oct 10, National Cyber Security Awareness Month
Staying Safe Online, Preventing Ransomware,
and Identity Theft, by Norbert (Bob) Gostischa

Tues, Nov 14, Customizing & Using Windows 10
by Hewie Poplock

In This Issue

Wi-Fi File Transfer – Easily Moves Pictures From Phone to Computer	Phil Sorrentino
Double Dose of Ask Leo! How Should I Password Protect an External Drive?	Leo Notenboom
The Four Characteristics of Computer Speed Is Amazon "Prime" Worth It?	Jim Cerny
What Happened to Word's Overtyping Mode?	Nancy DeMarte
Windows 10 Tips and Tricks: Improve Battery Life	Leti Labell

Wi-Fi File Transfer - Easily moves pictures from phone to computer

By Phil Sorrentino
Contributing Writer, The Computer Club, Florida

Most of the pictures that most of us take with our phones remain on the phone for a very long time. It is probably because our smart phones are so convenient and easy to use to show photos: just start the App and swipe to the next photo. Our phones are always with us so we can very quickly show our friends all our latest photographically captured experiences. It may also be that there is less of a need to remove photos



**Computer
and Electronics
Repair**

Custom Computers - Electronic Surplus and Recycling
Home Service - Small and Mid Size Business IT Mgmt.

765 Elmgrove Rd, Ste 2
Rochester, NY 14624

Phone (585) 429-6880
Fax (585) 429-7671

www.tscelectronics.com

Special Interest Group

Linux Sig

The workshop is the **third Saturday of each month**, at Interlock Rochester, 1115 East Main St. www.interlockroc.org



Enter through door #7 on the end of building, near *Comics Etc* and Goodman St. Find 'Interlock' on the intercom directory to get buzzed in and go upstairs to suite #200. We have experts on hand to fix problems and answer questions about Linux and FOSS (free and open source software). Bring your system in so we can help you get the most out of it. Hope to see you there.

**Free, online
Virtual Technology
Conferences,**
presented by APCUG
Saturdays from 1-5 pm, on

May 6, 2017
August 19, 2017
November 4, 2017

because our phones have such large memories. Many modern phones have 16 GB of storage. Even on a phone, with a camera with a resolution as large as 12 Mp, there is still room for many, many photos. Photos on most phone cameras are produced as .jpg files, which are compressed photo image files. The size of the resulting file is typically around 2 to 5 MB. Phones with 16 GB of memory can easily allocate 1 GB, or so, for photos. So, using as an example a large picture (5MB), you could put 200 photos in that 1 GB memory space (remember 1 GB = 1,000 MB). If you have more memory or smaller photos you could easily keep thousands of photos on that phone. Maybe you've been shown pictures from a phone like that, I know I have.

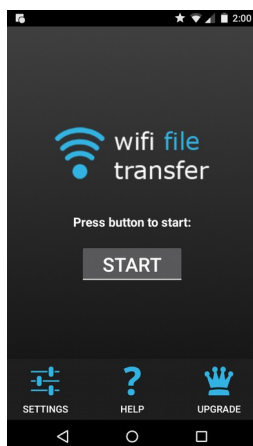
There are many ways of moving your pictures from your phone to your computer. "Wi-Fi File Transfer" is a free App that allows you to easily accomplish this task. (You can also use it to move files from your computer to your phone.) As with many Apps, there is also a Pro version available at a small cost. Wi-Fi File Transfer is available for both Android and Apple. You can get the Android App from the Google Play store. Before digging into Wi-Fi File Transfer, let me list some other ways to move your photos from your phone to your computer. First, you can email a photo or two to yourself as an attachment, and then collect the photos from your received email. This is only good for a few pictures because email systems have attachment size limitations. Second, if you have a microSD card slot on your phone, you could move the photos to the microSD card and then move the microSD card to your computer microSD card reader (or SD card reader with a microSD-adaptor), and copy the files to the computer. Third, you could use a USB-to-microUSB cable (usually supplied with a phone or tablet) to connect the phone to your computer USB slot. The phone will show up as a device in File Explorer and you can move the photo files from the device to the computer. Fourth, you could use a USB-OTG (On-The-Go) cable to connect a Flash Memory device to your phone. Once connected, copy the files to the Flash Memory and then move the Flash Memory device to the computer USB slot and copy the files from the Flash Memory to the computer. Fifth, upload your photos to a Cloud account, such as OneDrive or Dropbox, with the appropriate App. Then download the photos from your Cloud account to your computer, using a Browser. So much for other methods, now back to Wi-Fi File Transfer.

To get going, start the App in the usual way, by touching the Wi-Fi File



Transfer icon.

Once started, the following Opening Screen will be displayed.



Opening Screen

RCSI Officers

Pres: Steve Staub 429-9877

srstaub1@rochester.rr.com

VP: Mark S. Lawson . . . 544-5377

mrlawson51@peoplepc.com

Treas: Dennis P. McMahon

. 235-1260

denmac733@gmail.com

Secretary: www.rcsi.org

Help's Half Hour . . Jan Rothfuss

Board Members at Large

Bob Avery 385-4491

webmaster@rcsi.org, 9/20

Jan Rothfuss 347-6020

jan_rothfuss@hotmail.com, 9/19

Tony Dellelo 734-6149

tonydel@techie.com, 9/18

Standing Committees

Linux SIG: . . . Carl Schmidtman

unixgeek@faultline.com

Programs: Tony Dellelo

Webmaster: Bob Avery

Membership: Steve Staub

Monitor editor: Tony Dellelo

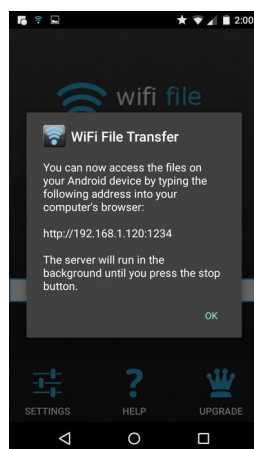
Planning Meeting

Held on 1st Tuesday of each month
at 7 pm, at St. John's Meadows,
Briarwood building.

Newsletter Printing

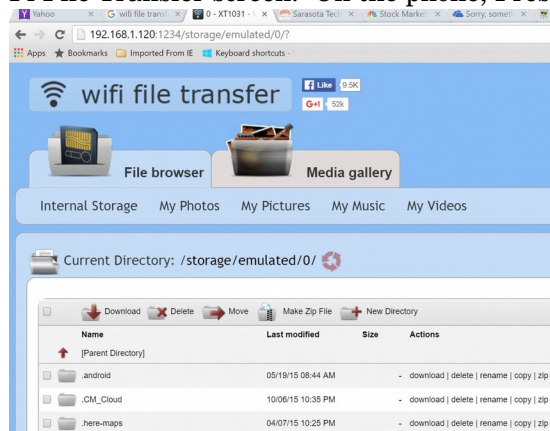
The July newsletter was printed at
St John's/Chestnut Court by the
printing group, with the help of
Don Wilder (computer and printer
operator). We will try and print on
the 1st or 2nd Thursday morning,
following the monthly meeting.

Press “START” and the “IP Address” screen will be presented.



IP Address Screen

Wi-Fi File Transfer sets up a Client-Server connection, over your Wi-Fi, between your phone and your computer. (Oddly enough, in this setup, the phone is the server and the computer is the client. I point this out here, only because when it comes to moving the files, it is done using the “download” button, not an “upload” button as you might have thought.) The IP Address in the center of the screen is to be used on your computer. On your computer, start a browser, such as Internet Explorer, Chrome, or Edge. In the address bar at the top of the Browser screen, type the IP Address. In this example type “http:// 192.168.1.120:1234”, and press Enter. The browser should go to the Wi-Fi File Transfer screen. On the phone, Press “ok” on the IP Address screen.



Browser Wi-Fi File Transfer

Screen

Find and click “DCIM” in the list of folders (Directories). In the next screen, click “camera”, and a list of photos will be shown. The photos will probably have titles like “IMG_20160601_195876”, or something similar. The date taken

is usually buried in the title, as in this example (June 1, 2016). Select the photos to be copied to the computer. (If many photos are selected you will have the option to copy them individually or all together in a Zip file. (For more than a few photos, make it easy on yourself and choose the Zip option and then unzip them on the computer, later on.) Once the photos are selected, press “Download”, and your photo(s) will be downloaded to your computer. Once the photos are downloaded, especially if you just downloaded a lot of photos, you can delete them, en masse, from the phone using “Delete”, next to “Download”. (Note that there are directions on the right side of the screen [not shown above] to allow you to “Transfer files to device”. This is essentially an Upload from the computer to the phone. Move files in this direction only if you know what you are moving and you know where to put them.) Once the transfer has completed, press “STOP” on the IP Address screen, on the phone, to terminate the client-server connection. Press Back or Home to terminate the App. Now all that is left for you to do is to Unzip the files, if they

were zipped, Rename the files if desired, and put them in the appropriate location in your Pictures folder organization, and Oh by the way, back them up. So now with Wi-Fi File Transfer you should never have to fear that your pictures will be lost if you lose, or have to replace, your phone.

From the <http://sccccomputerclub.org>, Philsorr.wordpress.com, philsorr@yahoo.com.

Linux Workshop

Saturday, August 19, Noon-4PM,

3rd Sat of each month

Interlock Rochester

1115 E Main St, Suite #200 (enter through door #7)

<http://www.interlockroc.org>

Come and get your questions about Linux answered. We have experts on hand to fix problems and answer questions about Ubuntu and FOSS. Bring your system in so we can help you get the most from your FOSS.

1115 E Main St is at Goodman Ave - the Hungerford Bldg. Enter through Door 7 near the Goodman side of the building. Find Interlock on the buzzer menu next to the outside door. Go up stairs to suite #200.

Ask Leo !

By Leo Notenboom, <https://askleo.com/>

Making Technology Work For Everyone

How Should I Password Protect an External Drive?

You want more than a password, you want encryption. Encrypting an external drive can be done with the right software.

//

I'm wondering if it's possible to password protect a USB flash drive or any other external hard drive if I'm using Windows as my operating system? In Windows, there's a feature called 'BitLocker'. Is it any different than putting on a password?

BitLocker is one solution, and it's much more than "just" password protecting the drive. What you're really looking for is [encryption](#).

A password alone is not enough

The reason you're looking for encryption is that a password by itself isn't enough. For example, let's say you somehow attach a password to a drive.

Now someone steals your computer, or gains access to that computer using some other operating system or technology that simply ignores the password requirement. Or perhaps they perform some kind of forensic data recovery on the drive. Either way, they can bypass the password and access your files. That's not much protection. What you want instead is that the data you care about — everything on the drive, in your example — be encrypted, so regardless of how it might be accessed, the data is inaccessible without your password.

Approach #1: BitLocker

Included in Windows 7 and later, in all editions except "Home," "Starter" or Windows 7's "Pro", BitLocker is a whole-drive encryption technology that can be used on external or internal drives.

Articles by RCSI members may be reprinted by other user

groups, without special permission, provided they are unaltered and the publication emails a copy to the author. Articles by authors from other organizations retain their original copyright. Articles provided by the Association of Personal Computer User Groups (APCUG) may be reprinted if credits remain intact.

Computer Recycling

Some Residential Drop off

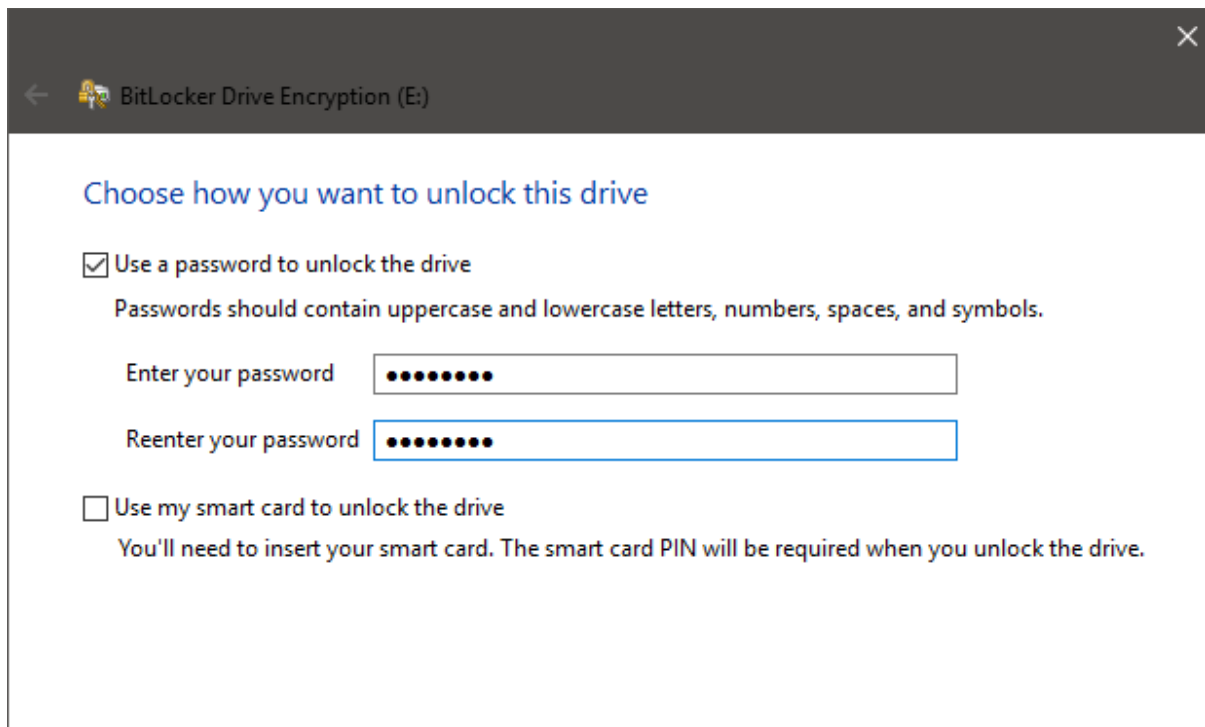
Locations: **Call first**, to find out what is accepted, especially for 'tube type' tvs or monitors.

TSC Computer & Electronics

Repair, accepts most electronic waste, including printers. Does not accept crt type monitors or tvs. They are located at 765 Elmgrove Road, Gates. 429-6880, www.tscelectronics.com

Microworx accepts most electronic waste (large monitors/crt's, 50 cents/pound), located at 20 Allens Creek Road. Brighton. 585-271-0050

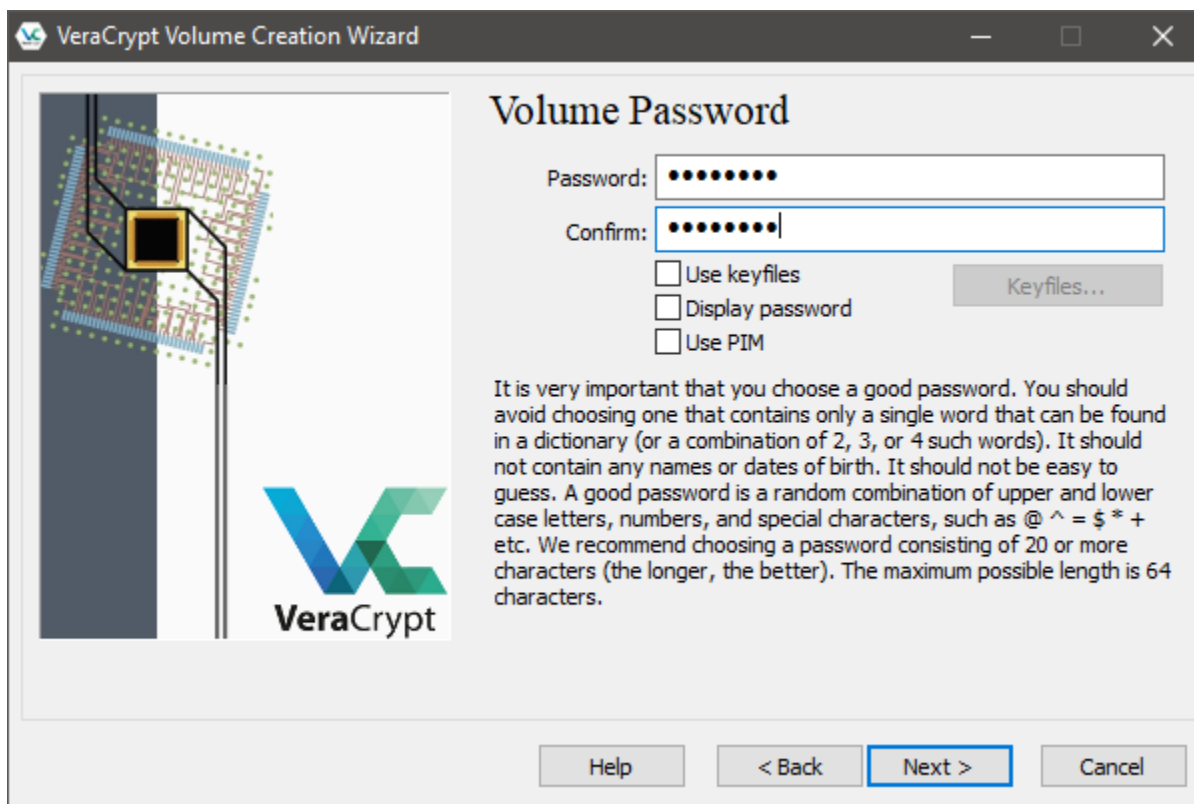
Monroe County *ecopark* (Cathode Ray Tube TVs and monitors - \$10 each credit/debit card only) 10 Avion Drive
Rochester, NY 14624
Phone: (585) 753-7600 (Option #3)



Windows will encrypt the drive for you, and require the password you set to access that drive's contents in the future. (When given the opportunity to save a recovery key, do so. That way, even if you forget the password, you'll be able to regain access. Without the password or recovery key, the data is completely inaccessible.) This is the kind of protection you're looking for. The only real "problem" that remains is that your drive can only be used with Windows, and with Windows editions that support BitLocker. The drive cannot be viewed elsewhere.

Option #2a: VeraCrypt whole-drive encryption

VeraCrypt, the heir-apparent to the long-favored TrueCrypt, is a high-quality encryption program that supports everything we need: encrypting the entire disk, like BitLocker, and requiring a password, also like BitLocker. The difference is that it's from a third party, works on any edition of Windows (including Home), and is compatible with other systems, including Mac and [Linux](#).

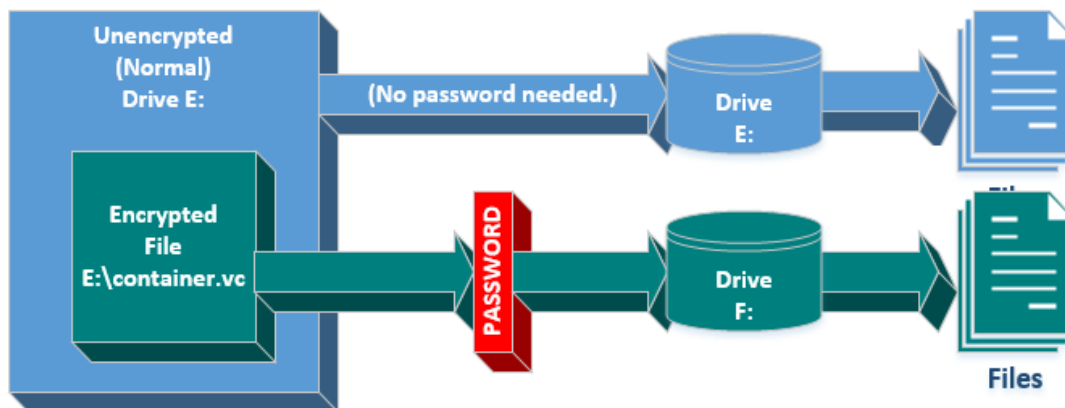


Once you encrypt a drive, you “[mount](#)” it to access its contents, providing the password to do so. There is no “recovery key” for VeraCrypt encrypted drives, so make sure your data is backed up and that you *never lose the password* you used to encrypt the drive. When you encrypt a drive, the entire drive is encrypted, and you need the password to access any files (or folders) anywhere on that drive.



Option #2b: VeraCrypt volume encryption

A hybrid approach avoids encrypting the entire drive, but instead creates a single (large-ish) file, which is then encrypted and used as a *container* for your files.



Rather than mounting the drive, you mount that encrypted container, specifying the password, at which point its contents become visible as if it were a separate drive. You can choose to place unencrypted data in the drive directly (accessed as E: in the diagram above), or deal with data that’s encrypted in the mounted file container (accessed in drive F: in the diagram above). As long as the container is mounted and password provided, its contents are available as on any drive. Once unmounted, the files are no longer visible. VeraCrypt encrypted containers have the advantage that the container itself can be copied to other drives or devices — even using other operating systems — and mounted there for access, when the password is supplied.

My preference

I tend to use BitLocker for drives that are permanently mounted in the computer, such as the system drive. Of course, if you have Windows Home Edition, that’s not an option, in which case VeraCrypt would be my choice. If I want encryption on an external drive, I use VeraCrypt — either whole-drive or container — because this gives me the flexibility of using that drive or container in any of my systems, whether Windows, Mac, or Linux.

**** End of article

The Four Characteristics of Computer Speed

A friend's slow computer provided an opportunity to review the four primary characteristics of computer slowdowns. //

The other day, I was at a friend's home to diagnose a problem he was having with his Windows 10 computer. It had become almost unbearably slow. He'd called earlier, indicating the problem had begun after some kind of pop-up message to "call this number" that could not be dismissed, followed by mis-click of some sort on Microsoft Edge, at which point the disk light began flickering continuously and the system came to a crawl. Fearing the worst, I advised him to turn off the machine until I could get there and see it in person.

The characteristics of speed

There are four separate characteristics that contribute to how fast or slow a computer appears to work.

- **CPU**: speed and usage
- **Disk**: its speed and how frequently it's being accessed
- **Internet**: its speed and how much data is being transferred
- **RAM**: the amount available, and the amount in use

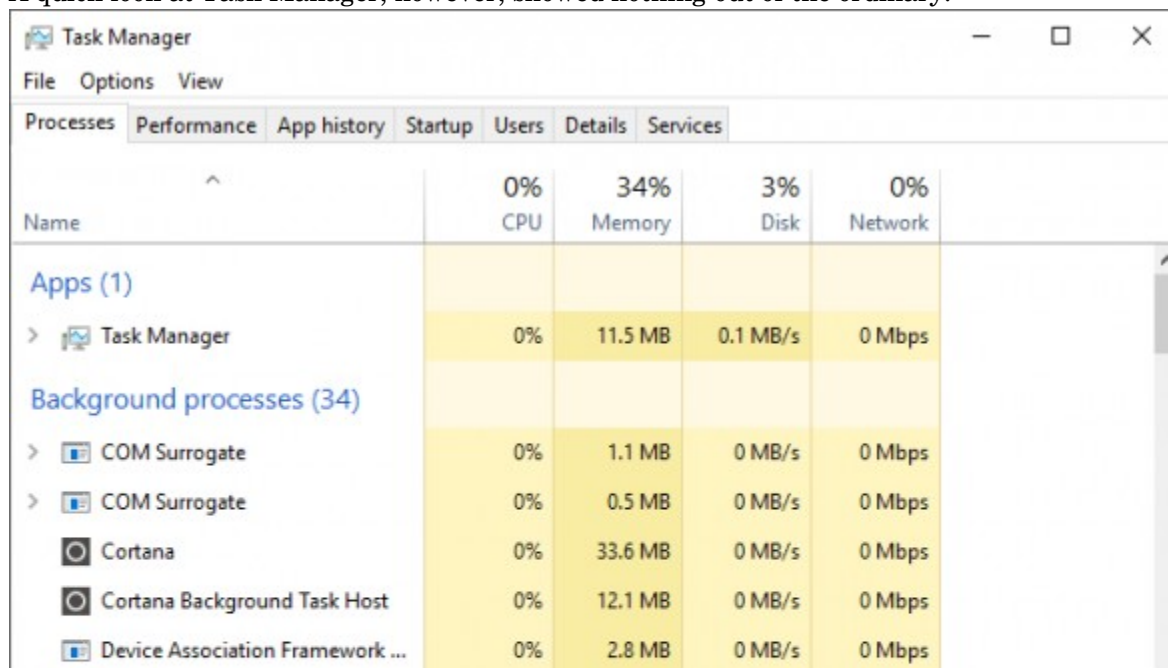
Whenever I encounter a machine reported as being "slow", I look at each of these aspects to help narrow the problem. What follows is (of necessity) an oversimplification of the process I used to diagnose the problem.

CPU: the processor

Your computer's CPU is the "brains" of the operation. Its job is purely calculation, but those calculations involve everything from crunching numbers to telling the rest of your computer's hardware what to do. If, for example, it's too busy crunching numbers, it has no time left over to tell your keyboard to accept keystrokes, your disks to read and write data, or your screen to update. The net result is that your computer is "slow".

The CPU can be completely busy for many legitimate things, like performing [encryption](#), processing video, or even calculating a complex spreadsheet. Less legitimately, the CPU can be fully consumed by program bugs or even [malware](#).

Malware performing encryption — i.e. [ransomware](#) — was at the top of my list of concerns for my friend's computer. A quick look at Task Manager, however, showed nothing out of the ordinary.



The screenshot shows the Windows Task Manager window with the 'Performance' tab selected. The 'Processes' sub-tab is active, displaying a table of system resource usage. The table has five columns: Name, CPU, Memory, Disk, and Network. The CPU column shows 0% usage for all listed processes. The Memory column shows 34% usage for the system. The Disk column shows 3% usage. The Network column shows 0% usage. The table lists 'Apps (1)' and 'Background processes (34)'. The 'Apps (1)' section shows 'Task Manager' using 0% CPU, 11.5 MB Memory, 0.1 MB/s Disk, and 0 Mbps Network. The 'Background processes (34)' section lists several processes, including 'COM Surrogate', 'Cortana', 'Cortana Background Task Host', and 'Device Association Framework ...', all showing 0% CPU usage and varying memory usage.

Name	CPU	Memory	Disk	Network
Apps (1)				
Task Manager	0%	11.5 MB	0.1 MB/s	0 Mbps
Background processes (34)				
COM Surrogate	0%	1.1 MB	0 MB/s	0 Mbps
COM Surrogate	0%	0.5 MB	0 MB/s	0 Mbps
Cortana	0%	33.6 MB	0 MB/s	0 Mbps
Cortana Background Task Host	0%	12.1 MB	0 MB/s	0 Mbps
Device Association Framework ...	0%	2.8 MB	0 MB/s	0 Mbps

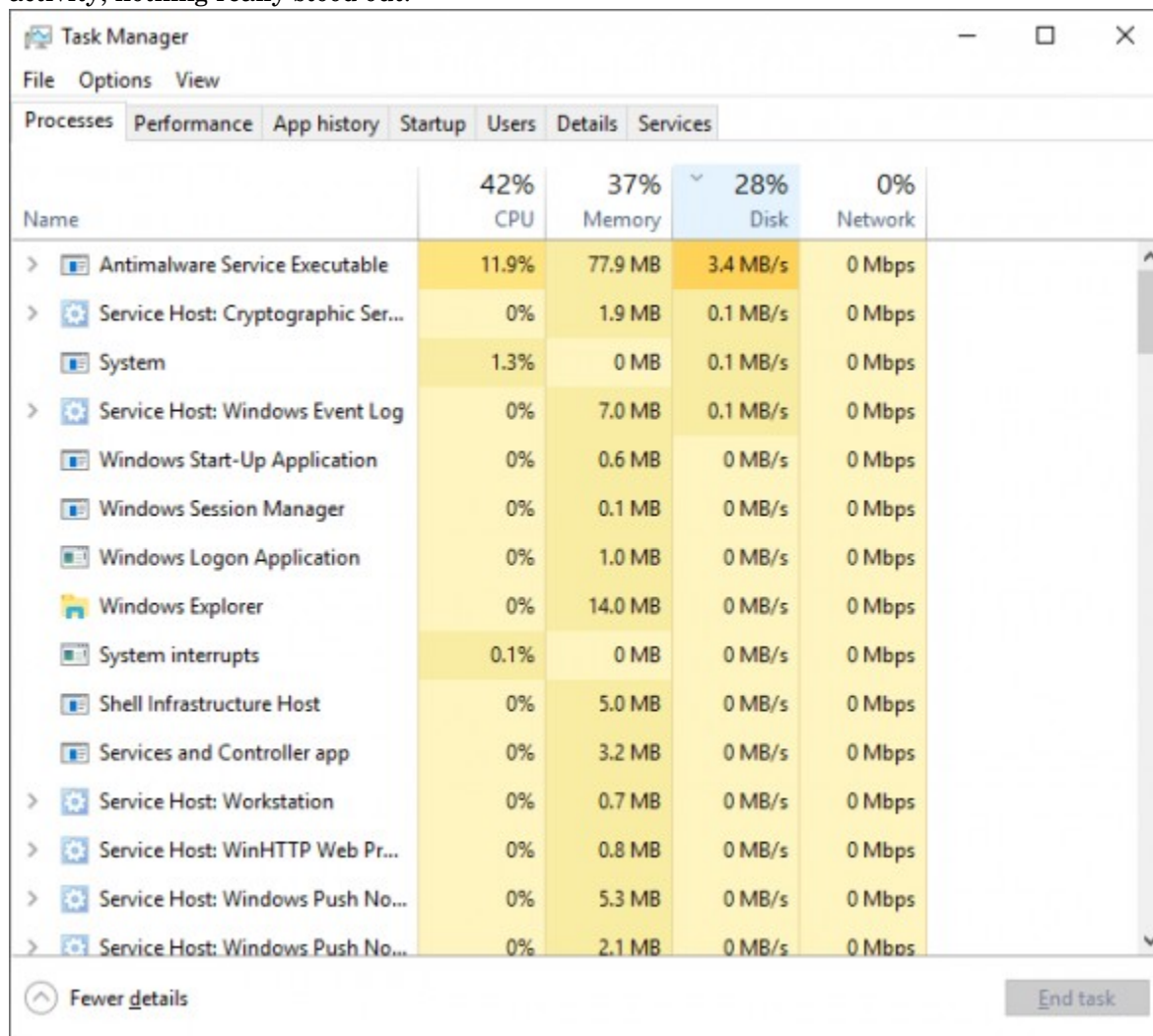
The CPU was, in fact, mostly [idle](#). The CPU was doing next to nothing, yet the computer was definitely slow. That didn't rule out ransomware, though. My concern remained.

Disk: the storage that sticks around

Your hard disks are where your files and other things — like Windows itself and the programs you use — are stored. Hard disks can be small or large, fast or slow — and many variations and combinations in between. Regardless of the technology used (spinning metal platters coated with magnetic material – the reason we call them “hard disks” – or electronic circuitry used in SSDs or “Solid State Drives”), one characteristic they all share is that it takes time to read information from them or write information to them.

Your hard disks can be busy simply because your computer is busy reading or writing a large file, or many little files. Since the disk can do only one thing at a time, all that time reading or writing anything can get in the way of reading or writing anything else. The system appears to slow down because it is waiting for other reading or writing to complete.

The reason I remained concerned about ransomware is because if malware was in fact reading, encrypting, and then writing all the files on my friend's [hard disk](#), it's possible the disk would be at the choke point: the CPU would spend only a fraction of its time actually encrypting compared to the time it spent waiting for the hard disk to finish reading or writing whatever came next. That the disk light was flickering, indicating near-constant disk activity, did nothing to alleviate my concerns. So I used Task Manager to see what the disk was doing. Sorted by disk activity, nothing really stood out.



The screenshot shows the Windows Task Manager Performance tab. The 'Disk' column is sorted in descending order of activity. The processes listed include Antimalware Service Executable, Service Host: Cryptographic Services, System, Service Host: Windows Event Log, Windows Start-Up Application, Windows Session Manager, Windows Logon Application, Windows Explorer, System interrupts, Shell Infrastructure Host, Services and Controller app, Service Host: Workstation, Service Host: WinHTTP Web Proxy, Service Host: Windows Push Notification, and Service Host: Windows Push Notification. The Antimalware Service Executable is highlighted in yellow, showing 3.4 MB/s of disk activity.

Name	CPU	Memory	Disk	Network
Antimalware Service Executable	11.9%	77.9 MB	3.4 MB/s	0 Mbps
Service Host: Cryptographic Ser...	0%	1.9 MB	0.1 MB/s	0 Mbps
System	1.3%	0 MB	0.1 MB/s	0 Mbps
Service Host: Windows Event Log	0%	7.0 MB	0.1 MB/s	0 Mbps
Windows Start-Up Application	0%	0.6 MB	0 MB/s	0 Mbps
Windows Session Manager	0%	0.1 MB	0 MB/s	0 Mbps
Windows Logon Application	0%	1.0 MB	0 MB/s	0 Mbps
Windows Explorer	0%	14.0 MB	0 MB/s	0 Mbps
System interrupts	0.1%	0 MB	0 MB/s	0 Mbps
Shell Infrastructure Host	0%	5.0 MB	0 MB/s	0 Mbps
Services and Controller app	0%	3.2 MB	0 MB/s	0 Mbps
Service Host: Workstation	0%	0.7 MB	0 MB/s	0 Mbps
Service Host: WinHTTP Web Pr...	0%	0.8 MB	0 MB/s	0 Mbps
Service Host: Windows Push No...	0%	5.3 MB	0 MB/s	0 Mbps
Service Host: Windows Push No...	0%	2.1 MB	0 MB/s	0 Mbps

The processes listed as having disk activity, like Windows Defender (“Antimalware Service [Executable](#)”), were nothing out of the ordinary and certainly nothing suspicious. Yet the system was slow. My thoughts were shifting away from ransomware and more towards “what the heck?”

Internet: transferring data to and from online services

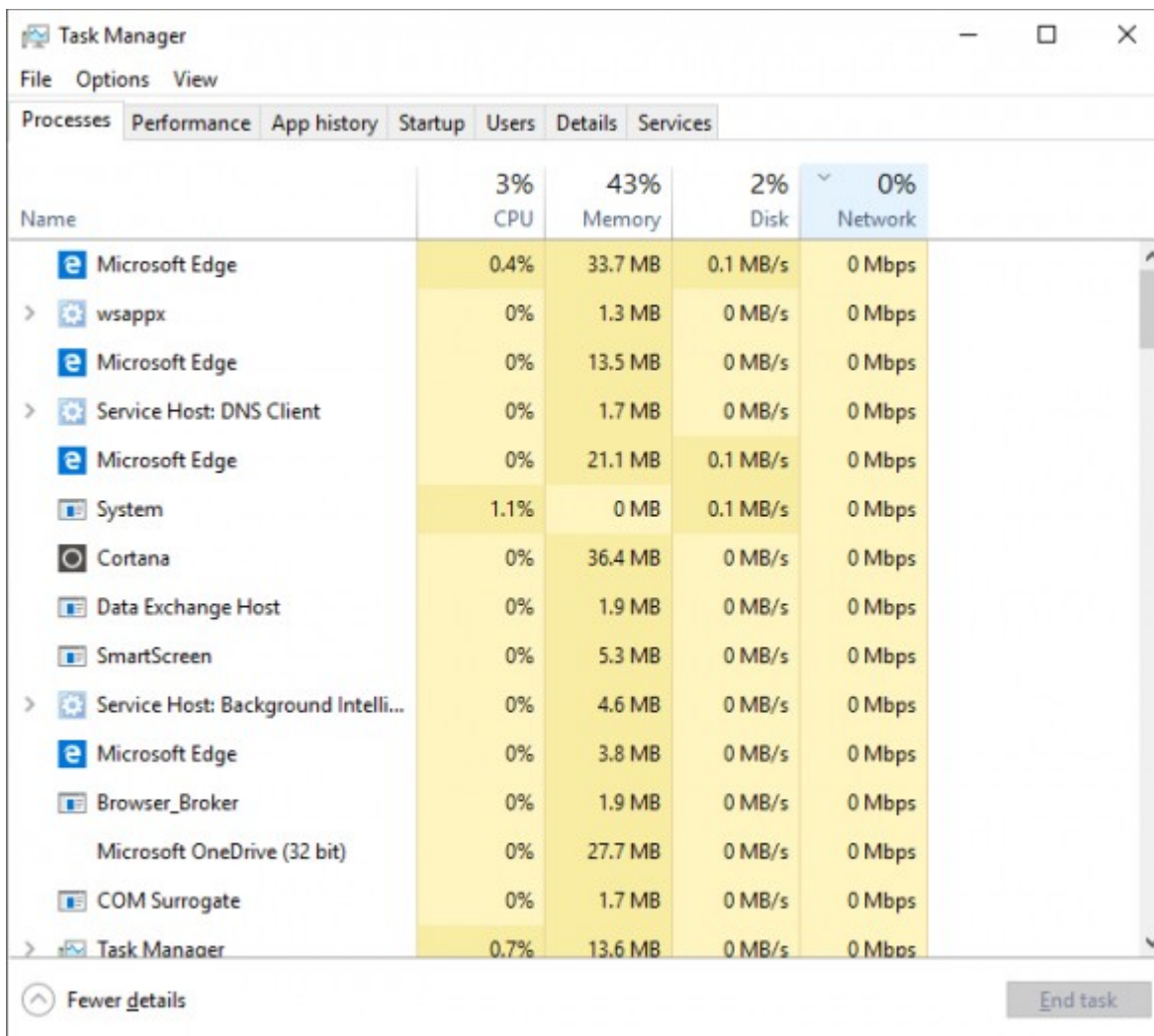
Your internet connection is your computer's connection to the outside world. For many of us, our computers have shifted from stand-alone computing devices to our "window to the world", with that window being nothing more than information transferred across your connection to the internet.

Often, what we call our computer being "slow" is really just our own impatience. It takes time to transfer data to and from the various servers and services you use online. Your internet connection has a maximum speed, as determined by your [ISP](#) and the plan you have with them.

Only so much data can be transferred at a time. If your computer is attempting to transfer more than that capacity allows, someone's going to be left waiting. If that's you, waiting for a webpage to load, it'll feel slow. It's not your computer, per se, but rather the speed of your internet connection, that slows things down.

The problem, of course, is that there's a lot more going on than just you and your web browser. All the computers in your home probably share that same internet connection, and all of them have a variety of things happening online, from other people using their browsers and other services, to software downloading automatic updates. It all comes out of the capacity of your shared internet connection. My friend didn't have a lot else happening online in his home, but that disk light was still flickering. I was wondering if some different malware was at work, perhaps downloading files or acting as some kind of [spam bot](#).

Back to Task Manager I went, this time sorting by [network](#) activity.

The image is a screenshot of the Windows Task Manager application, specifically the 'Performance' tab. The window title is 'Task Manager'. The menu bar includes 'File', 'Options', and 'View'. Below the menu bar, there are tabs for 'Processes', 'Performance', 'App history', 'Startup', 'Users', 'Details', and 'Services'. The 'Performance' tab is active, showing a summary of system resources: CPU at 3%, Memory at 43%, Disk at 2%, and Network at 0%. Below this summary is a table listing running processes, sorted by network activity. The table has five columns: 'Name', 'CPU', 'Memory', 'Disk', and 'Network'. The 'Network' column is highlighted in blue. The processes listed include several instances of Microsoft Edge, System, Cortana, Data Exchange Host, SmartScreen, Service Host: Background Intelli..., Browser_Broker, Microsoft OneDrive (32 bit), COM Surrogate, and Task Manager. Most processes show 0 Mbps network activity, while a few show 0.1 MB/s. At the bottom of the window, there is a 'Fewer details' button and an 'End task' button.

Name	3% CPU	43% Memory	2% Disk	0% Network
Microsoft Edge	0.4%	33.7 MB	0.1 MB/s	0 Mbps
> wsappx	0%	1.3 MB	0 MB/s	0 Mbps
Microsoft Edge	0%	13.5 MB	0 MB/s	0 Mbps
> Service Host: DNS Client	0%	1.7 MB	0 MB/s	0 Mbps
Microsoft Edge	0%	21.1 MB	0.1 MB/s	0 Mbps
System	1.1%	0 MB	0.1 MB/s	0 Mbps
Cortana	0%	36.4 MB	0 MB/s	0 Mbps
Data Exchange Host	0%	1.9 MB	0 MB/s	0 Mbps
SmartScreen	0%	5.3 MB	0 MB/s	0 Mbps
> Service Host: Background Intelli...	0%	4.6 MB	0 MB/s	0 Mbps
Microsoft Edge	0%	3.8 MB	0 MB/s	0 Mbps
Browser_Broker	0%	1.9 MB	0 MB/s	0 Mbps
Microsoft OneDrive (32 bit)	0%	27.7 MB	0 MB/s	0 Mbps
COM Surrogate	0%	1.7 MB	0 MB/s	0 Mbps
> Task Manager	0.7%	13.6 MB	0 MB/s	0 Mbps

Again, nothing out of the ordinary. Edge was there, doing its thing. Multiple instances, and none generating enough traffic to move the needle, but that was to be expected. Or so I thought.

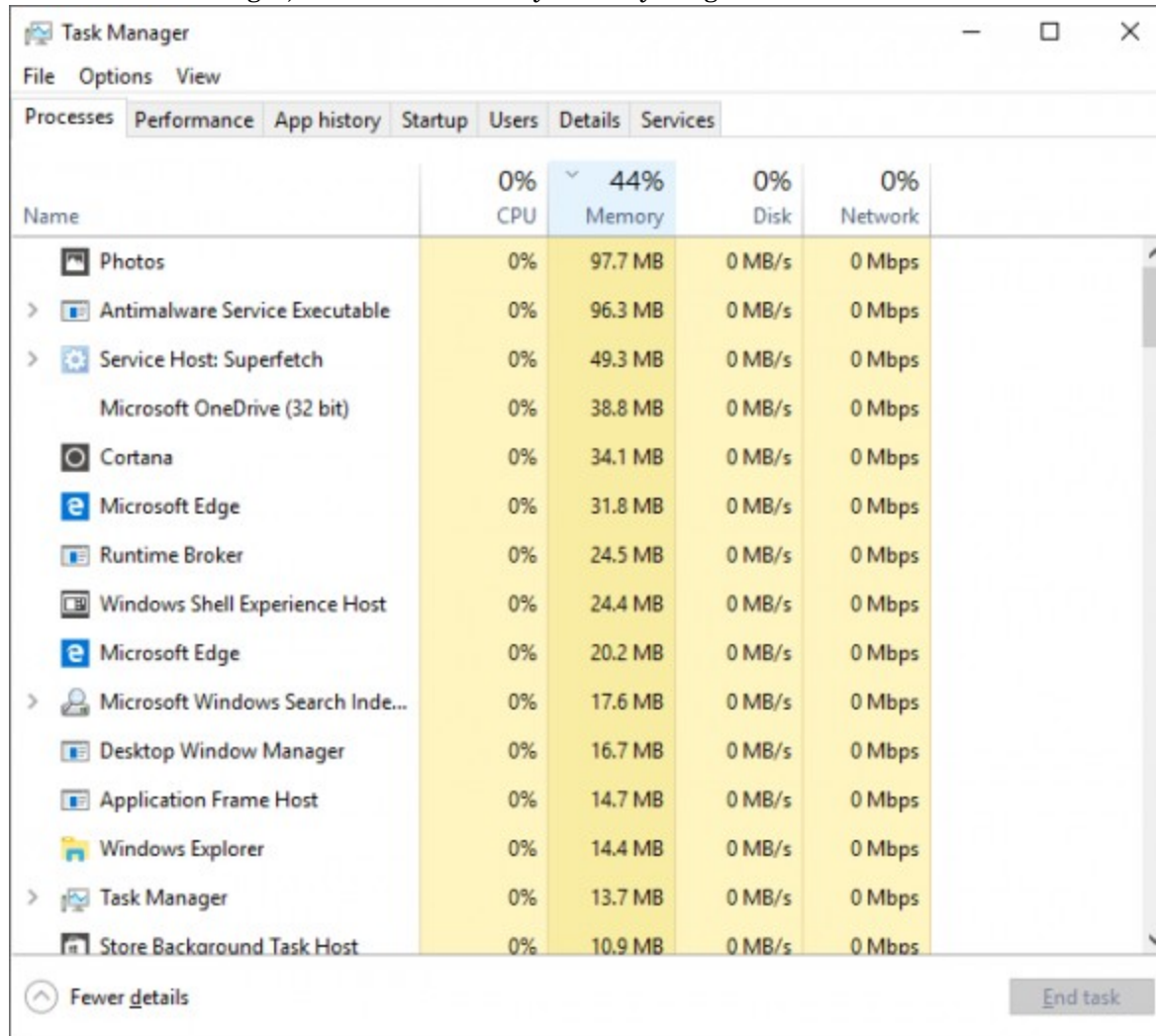
RAM: short-term [memory](#)

RAM, or “Random Access Memory”, is your computer’s short-term memory. It’s where running programs reside, it’s where the data they’re working on resides, and it’s what gets instantly erased when you turn off your computer.

Your computer only has so much RAM, but that doesn’t prevent Windows from trying to use more. Using a process called “[virtual memory](#)”, Windows can simulate having more RAM than it actually does, by moving (reading and writing) some of what’s in actual RAM to the hard disk to make room for newer requests.

If your computer has enough RAM, virtual memory is virtually never used. Since accessing RAM is *significantly* faster than accessing a hard drive, if your computer does find itself bumping into memory limits and using virtual memory, actually adding RAM is one of the fastest and most effective upgrades you can get.

Back at Task Manager, this time I sorted by memory usage.



Task Manager				
File Options View				
Processes Performance App history Startup Users Details Services				
Name	0% CPU	44% Memory	0% Disk	0% Network
Photos	0%	97.7 MB	0 MB/s	0 Mbps
> Antimalware Service Executable	0%	96.3 MB	0 MB/s	0 Mbps
> Service Host: Superfetch	0%	49.3 MB	0 MB/s	0 Mbps
Microsoft OneDrive (32 bit)	0%	38.8 MB	0 MB/s	0 Mbps
Cortana	0%	34.1 MB	0 MB/s	0 Mbps
Microsoft Edge	0%	31.8 MB	0 MB/s	0 Mbps
Runtime Broker	0%	24.5 MB	0 MB/s	0 Mbps
Windows Shell Experience Host	0%	24.4 MB	0 MB/s	0 Mbps
Microsoft Edge	0%	20.2 MB	0 MB/s	0 Mbps
> Microsoft Windows Search Inde...	0%	17.6 MB	0 MB/s	0 Mbps
Desktop Window Manager	0%	16.7 MB	0 MB/s	0 Mbps
Application Frame Host	0%	14.7 MB	0 MB/s	0 Mbps
Windows Explorer	0%	14.4 MB	0 MB/s	0 Mbps
> Task Manager	0%	13.7 MB	0 MB/s	0 Mbps
Store Background Task Host	0%	10.9 MB	0 MB/s	0 Mbps

Once again, everything looked normal. It was starting to look like I’d struck out.

Let’s blame Edge

None of the items I looked into above seemed out of the norm. But, to be honest, it also didn’t seem abnormally slow. It wasn’t the newest of machines, but it seemed adequate for my friend’s needs. I also hadn’t seen the “call this number” pop-up message that my friend had seen, so I certainly wasn’t seeing exactly what he saw either.

Normally, he uses Chrome, but in the excitement resulting from that pop-up, he somehow clicked on the Edge icon in the taskbar. So, I did too. Edge started. Then it started again. And again. And again. And again. Within a few minutes, the taskbar slowly filled up with instances of Edge. If you’re not paying attention to your taskbar — and it’s totally understandable why you might not be — you might not even noticed it happening.

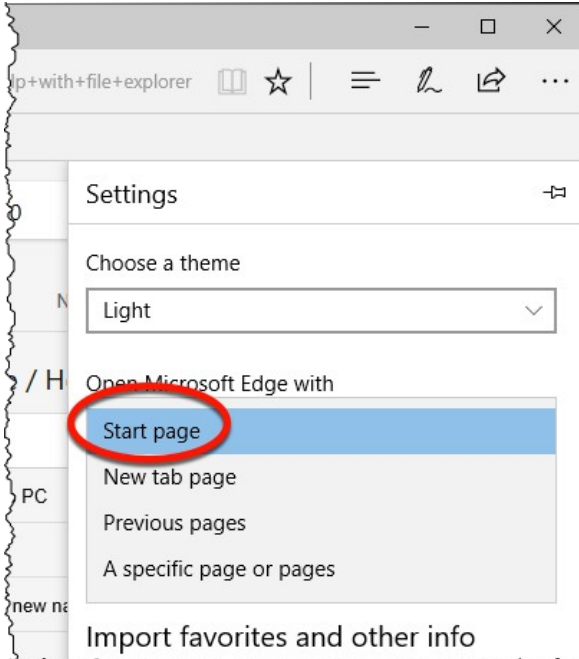
Each copy, or “instance”, of Edge uses up a little more RAM, until eventually virtual memory is called for.

Windows dutifully responds by swapping things to and from disk, allocating more and more virtual memory, until all it's doing is managing more and more copies of Edge. The system slows to a crawl. Left to its own devices, eventually the system would become completely unusable.

The fix

I couldn't close Edge fast enough to prevent it from opening another instance of itself, so I used Task Manager to kill as many as I could, leaving just one that had already done the "start another copy" thing.

I suspected that the [home page](#) setting had somehow become corrupt. You can set Edge to open one or more webpages automatically when it starts, and I suspect this was somehow confused: one of those pages caused a new instance of Edge to open, where it repeated the process of opening web pages automatically (which opened another copy of Edge, which opened pages automatically, ad infinitum). I reset Edge's "Open Microsoft Edge with" setting (via the [ellipsis](#) menu, "Settings" menu item) to be "Start page" – Edge's own default start page.



I closed Edge, restarted it, and all was well once again.

The takeaway: what happened?

I have no idea what happened. And that's a very practical, pragmatic reality of what it means to resolve computer problems. Occasionally, the best you can hope for is that the problem goes away, without really understanding why it appeared in the first place.

But that doesn't prevent me from hypothesizing. My *guess* is that the "call this number" pop-up (you should *never* call the number, by the way) was nothing more than a persistent and annoying webpage (or pop-up within a webpage). Perhaps it was a malicious ad; perhaps my friend accidentally clicked on a link he normally wouldn't have; or perhaps he mistyped a [URL](#) into his browser's address bar. While it got our attention, it was in all probability a red herring.

Since he doesn't regularly use Edge, it's unclear how long its start-page configuration had been confused, lying in wait to confound us. Not being able to trace that back to a specific time or

event meant it would be impossible to know exactly how or why it happened. I was so focussed on fixing it that I didn't examine the "broken" setting first.

The good news, however, was that understanding the four characteristics of what it means to be "slow" not only gave me a framework to examine the system, but also helped confirm the diagnosis when we finally discovered something amiss.

**** End of article

Back to Basics

Is Amazon "Prime" Worth It?

Jim Cerny, Forum Leader
Sarasota Technology User's Group, FL

Gradually as technology progresses faster than our minds can catch up to it, on-line shopping is becoming more and more the trend. If you check the contents of Santa's sleigh this year you will find many items are in Amazon shipping boxes! Even Walmart and other stores are allowing ordering on-line and then picking up your completed order at their store – all for free. But Amazon is taking a big piece of the Walmart customer pie, and the big plus with Amazon "Prime" is FREE delivery anywhere!

Amazon has great prices too. And although the cost to become an Amazon "Prime" member is \$100 a year, (ouch, you say!?) even if you purchase a modest number of products it can easily be worth the price.

Shopping for things to buy comes often in our house, not just at the Holidays, and we make note of prospective purchases at the stores. We write down (or make a note in our iPhone) the make, model, and price of the items we are interested in. Sometimes we take a quick photo of the item on the shelf with the price tag. Then we look up the same item on Amazon.com. Almost always the price is the same or in many cases cheaper. Once we know what we want, we can save selected items in our “shopping cart” on-line and continue to compare multiple items before purchase. For our extended family, which is literally in all parts of the country, the benefit is definitely the “free shipping” – being able to send any Amazon purchase anywhere in the country with NO shipping costs. If it is a gift, they will even gift-wrap it for you and send a message for a small fee. So, if you do any shipping of gifts Amazon Prime could be a big help to you. Just your savings on gas for going to the stores and then to the post office or shipper could make up the \$100 annual fee.

There are other benefits to Amazon Prime which may be of interest to you. Amazon keeps adding enhancements and options to get your business, and many could be fun or helpful for you as well. Here are just a few of them:

1. Movies on-line or downloaded to your device. Many are free with your “prime” membership.
2. Music on-line with fun playlists of different styles or by artist or album.
3. Free photo storage.
4. Groceries and pet supplies delivered to your door for a flat \$5 fee.

Please go to Amazon.com or use Google to search for “How to use Amazon.com” and watch a video to learn all the possibilities. Many of these added services may be available only within a limited area or zip code.

Taken from the December 2016 issue, Sarasota Monitor, www.thestug.org, jimcerny123@gmail.com.

***** SOFTWARE and HARDWARE *****

What Happened to Word's Overtyping Mode?

By Nancy DeMarte, 2nd Vice President
Sarasota Technology Users Group, FL

If you used versions of Word before 2007, you probably encountered an editing feature called Overtyping mode. This feature was introduced to save time when you needed to change some text in a document. To turn on Overtyping mode, you pressed the Insert key on the keyboard. With Overtyping enabled, every character you typed replaced the one to its right. It eliminated the step of deleting a group of text and inserting new text in its place.

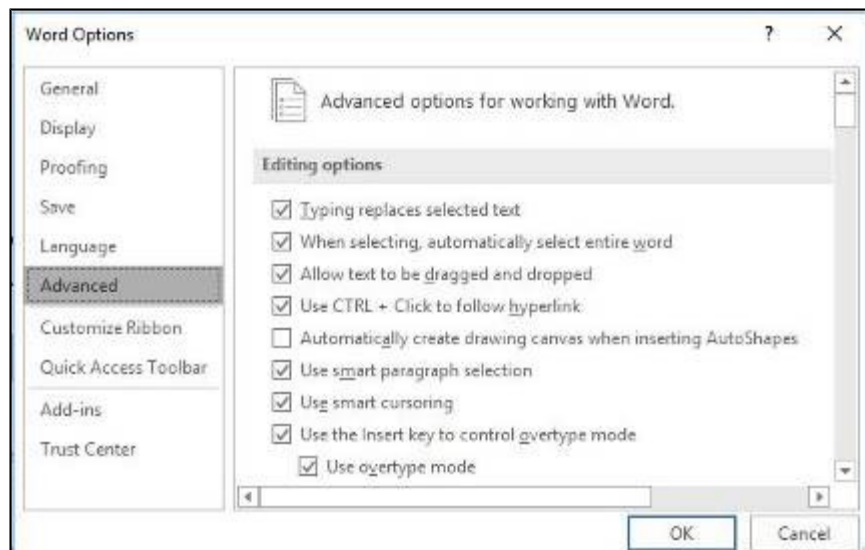


If you were an Overtyping user, you might have wondered why it doesn't work anymore. Beginning with Word 2007, Overtyping mode has been disabled. Why? One reason is that it was hard for the user to tell if Overtyping was enabled. With no light or indicator on the screen, you didn't know whether Overtyping was active or not until you began typing. Non-professional typists like me would occasionally press the Insert key by accident, engaging Overtyping and find ourselves deleting text we wanted to keep. Figure 1 shows how close the Insert key is to the common Backspace and Delete keys.

Figure 1 – Insert

Although Overtyping mode is disabled in recent versions, you can make it accessible using one of these two methods. First, with a Word document open, click File, then Options. (In Word 2007, click the Office button, then Word Options.) Then click Advanced from the left menu, and under Editing Options, click the checkbox which says, “Use Overtyping mode.” (Figure 2) If you want the Insert key to control whether Overtyping is on or off, click the checkbox next to “Use the Insert key to control Overtyping mode.” Then click OK.

Figure 2 - Overtyping
settings in Word Options



An easier way to enable Overtyping and know whether it is on or off is to add it to the Status bar. This bar runs along the bottom of every Word Window above the Taskbar (That's the one with the Zoom slider on its right end.) Right click in an empty space on the Status bar. The list which appears shows you the tools you can add to this bar, one of which is Overtyping. When you click it, the word Overtyping appears near the left end of the status bar, showing that it is enabled. To disable it, click the word again and it becomes Insert. You don't need to change the checkboxes in Word Options, and you don't have to touch the Insert key. Just a glance at the status bar will tell you what editing mode you're using, Insert or Overtyping.

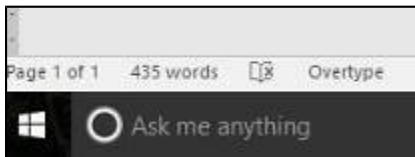


Figure 3 - Overtyping on the
status bar in Windows 10

From the February 2017 issue, Sarasota Monitor, www.thestug.org, ndemarte@verizon.net.



POD Computers

1925 South Ave.
Corner of South Ave. and
East Henrietta Rd.

244-2240

Laptops starting At



\$129⁹⁹



\$149⁹⁹

Desktops starting at

What we do

Windows, Mac, and Linux

PC Repair

Mac Repair

Virus Removal

Custom System Builds

Data Destruction

Electronics Recycling

Rochester Computer Society
Members receive 10% off
(must have membership card to redeem)

www.podcomputers.com



Windows 10 Tips and Tricks: Improve Battery Life

By Leti Labell
Potomac Area Technology and Computer Society

Windows 10 has a battery saver feature that can help you if your laptop's battery is running low. When your battery power drops below a level you set, it will throttle back the background processes to limit your power consumption and save your battery. It works better than power-saving modes in previous versions of Windows.



To enable this feature, open the **Start menu** (click the Windows Key).



Select **Settings** in the lower left corner of the start menu.



Select **System** (Display, notification, apps, and power).

Then select **Battery**.

Check the box next to “Turn battery saver on automatically if my battery falls below:” and move the slider to the percentage you prefer. The default is 20%, but you may want it higher or lower than that.

From the February 2017 issue, PATACS Posts, www.patacs.org.