

Creator's update began downloading to Windows 10 computers on April 11.. A couple of those attending the meeting indicated they have already received the update – version 1703.

Most of the features in Creator's Update will not affect how we use Windows 10. For information on what this update contains:

<https://www.howtogeek.com/278132/whats-new-in-windows-10s-creators-update/>

When using an Internet plan that has data limits, (e.g., using your phone as a hotspot, or a separate hotspot device) it is possible in most versions of Windows to set the connection as metered, which prevents updates from downloading on that connection. In Creator's Update, metered connection may not stop all updates from downloading. According to Win SuperSite, Microsoft has stated – we do not plan to send large updates over metered connections but could use this ability for critical features if needed sometime in the future.

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**SPAM attempts - Carol**

Email from a University email address indicated a message bounced. Never communicated with anyone from that University. Second email from same University indicated account was suspended because of more than 10 bounced message with link to (supposedly) upgrade to new version of Yahoo.

On Midland Daily News website, reading obituaries, clicked on one to read full obituary and window popped up with large Google Chrome logo (was using Chrome browser) indicating "Urgent Update" with link to upgrade Chrome browser. Closed out of browser, went back in, able to continue without seeing pop-up again. Just a reminder to not automatically trust pop-ups, even when they show up when you are on a trusted site. Sometimes when these pop-ups occur it changes the browser home page so next time you open browser you get same pop up or suspicious web page. If that happens and you can access browser settings, change the home page.

Received at least four calls in past month from people who had a pop-up indicating computer had serious problem and a number to call. They called number and allowed "helper" to access computer. In all cases they had to change their credit card number and in some cases even their bank accounts as a precaution. All computers had to be wiped and OS reinstalled. Was able to back-up documents, pictures, etc. before wiping hard drive but in some cases the hard drive is locked with password and unable to retrieve any information from drive.

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Coincidence? Announcement in Midland Daily News on Feb 25 that Lyft ride service was coming to Midland. Checking Spam folder on Feb 28th there were two messages (from 25th and 26th) with Subject re: how to become a Lyft driver.

Router upgrades – If you own your router, it is important to check for and install upgrades. If you have registered the router, you may get an email indicating an update is available but can also check by logging into the router. Ideally ISPs would be updating routers that they own but may not.

Printer driver updates through Windows Update were failing. Used to be able to go under Windows Updates and hide updates but that is no longer an option. Found Microsoft supported option to hide those updates but not sure it works as well in latest Windows 10 version. wushowhidediag.cab - hide failing updates - generally driver updates.

[https://support.microsoft.com/en-us/help/3073930/how-to-temporarily-prevent-a-driver-update-from-reinstalling-in-windows-10?utm\\_source=twitter%3Futm\\_source%3Dtwitter](https://support.microsoft.com/en-us/help/3073930/how-to-temporarily-prevent-a-driver-update-from-reinstalling-in-windows-10?utm_source=twitter%3Futm_source%3Dtwitter)

Updating hardware/software as technology advances - USB 1.1 devices still work? USB 1.1, 2.0 and 3.0 being replaced with USB-C connectors. Will older versions of USB devices become obsolete? Will likely be able to purchase adapters to connect earlier USB devices to USB C connector.

Advancing technology applies to software as well. Larry took a computer to a local computer shop and they determined they couldn't fix the problem and would have to reinstall the operating system. They were supposed to back up the data but the backup either wasn't done or wasn't good. Larry has data backups but the problem is locating them. However, there was software on the computer that is no longer available, so not able to reinstall it and no way to access the data from backup, unless he can find another program that will open it. Carol had a program she had used for several years, had saved a final backup each year and also updated the program as new versions became available. Wanted to look at one of the old backups and discovered they could not be opened in the newest program version. One of the updates involved a major change to the program and it would have been necessary to open the older backups in that version, convert them to the newer version, and re-save them, in order to be able to open them in subsequent versions.

Setting up new computer, when searching with Cortana, kept getting indicator that "search results may be incomplete" and not able to find items being searched for. Found info that this could be caused by Index function still running but checked and indexing had completed. Tried re-running indexing but it didn't help. Let computer sit for a couple hours and the incomplete message was finally gone and search started working correctly.

Receiving texts on smartphone that contained a Microsoft account verification code. Found that two things could cause this, one was that someone was trying to break into Microsoft account and the second was that someone had entered wrong phone number when they set the two-factor verification for their account. Checked Microsoft account and do not have phone number entered for two-factor authentication. As precaution went into all accounts and removed cell phone number.

Changing passwords regularly (at least once a year) is recommended but daunting because of the number of devices/apps that a specific userid/password combination might be used on.

When traveling, there are USB charging stations available, e.g., at airports, that can charge your devices. The danger is that the charging station may be compromised and someone can be capturing information from your device. There are USB charging cables that can only charge, they don't support data transfer. If you plan to use an USB charging station, may want to purchase a charging only cable.

Larry got a new computer but Windows 10 wouldn't activate. Several calls to Microsoft, were automatically disconnected without even giving him opportunity to talk to someone.. Finally got someone to answer phone and was able to get help activating Windows 10.

If you are a patient at the Midland Hospital, consider getting a MyMidMichigan account to access your medical information. They recently changed their system. If you were on the earlier system, should have been notified regarding changing to new system.

There are several streaming services available for someone who is interested in dropping their cable television service. These streaming services require that you have Internet service, e.g., through Charter or AT&T. Joe mentioned Directv Now. Does not require Direct TV dish. Can watch on television, through supported devices, e.g., Apple TV, Roku, Fire devices, etc. But not limited to watching on television. Can watch on computer through web browser and through several supported devices, e.g., app on phone or tablet. No local channels. There are different packages available for number of channels and cost and some prices may apply for a limited promotional period. Streaming services do not automatically mean lower cost. Number of channel and expiration of any promotional offer may result in paying the same or more as your current cable television service.

T-Mobile has a store in Midland. They are becoming a bigger presence in the cellular data arena. Less expensive phones, no contract. WiFi calling. Don't charge for International. Can use with any device that has cellular capability. 2 Gb of 4G, then unlimited 3G. Coverage may not be as widespread as larger carriers, but T-Mobile does contract with other carriers in some areas.

Terry having problems with Google Maps on Asus tablet. Tablet reboots automatically. Unable to uninstall Google maps application but did uninstall all updates. Worked for a while but problem started again, probably after updates re-installed, problem occurring again. Tablet running Android 6.0.1. Suggestion was to check if OS update available for tablet.

Can run Google Maps offline. Download maps in advance and they can then be used without Internet connection. Can take up a lot of space on device so, if device has additional SD card, download or move maps to the SD card. Two alternatives to Google Maps that were mentioned were Trips (by Google) and Scout. Available for Android and IOS –Scout is not available with all Android devices and on Apple requires IOS 9.0 or later.

Several people still use Garmin for navigation. Originally, there was a charge for updating maps on Garmin GPS units but in the last few years, updates are free – but may be limited to 6 per year. Can update via program on PC. Some newer Garmin devices can update over wi-fi.

Amazon offers a free service, Amazon Music for PC and Mac, which allows you to add your personal music collection to My Music (Amazon Cloud) so you can play your songs from your connected Amazon music devices. Amazon indicates you can upload up to 250 songs to My Music for free (this doesn't include music purchased through Amazon Digital Music). However, there is no stated limit on the size of a song file. So, you could combine multiple mp3 files into one song file (for example, all songs from an album in one file), and that would count as one song.

Terry mentioned that some Android devices won't play .wma files so, if you have your music collection in .wma format (Windows Media Player), will need to convert them to .mp3. IOS devices/iTunes also won't play .wma.

When calling for support, the automated troubleshooting steps can be helpful but if you've already done troubleshooting, suggestions for getting to a human quicker include repeating the word Support or the word Agent.

Ad blocking programs are available to limit/eliminate ads in web browsers. Since ads provide revenue for websites, blocking ads may limit revenue, especially for smaller websites. Problem has gotten worse as ads have become more obtrusive, including sounds, movies and covering a significant portion of the web page. For \$19.95 per year, can block ads on Yahoo. However, question as to whether that will still be available under new owners of Yahoo. Google tested a program called Google Contributor where, for a small contribution, ads would be block in Google Chrome. They are no longer offering that but are apparently looking into another ad blocker option for the Chrome browser.

When traveling, there may be USB charging stations available, e.g., at airports, for charging your devices. The danger is that the charging station may be compromised and someone could be copying information from your device. There are USB charging cables that only charge, they don't support data transfer. If you travel a lot and use public USB charging stations, consider purchasing a charging only cable.

Subscription based Office 365, it doesn't update through Windows Update so will get notifications within the office programs when updates are available. She is still running Office 2010 on primary computer, so computers with Office 365 aren't on for extended periods of time so manually check for updates (under File – Account – Office Updates)

Joe mentioned he was using a program which generates codes on his phone to provide stronger security for his information. The phone failed and he was unable to access his account and information that was secured under that account from another device. He was eventually able to contact support and gain access by answering several specific questions. The phone was replaced and he will continue to use the program but recommends when signing up for any program, if the company provides passcodes for getting access to the account, that you write those codes down, put them in a safe place, and remember where you put them.

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## **APCUG Virtual Technology Conference**

### **Winter VTC Videos are available on YouTube:**

Click on the below links to access the February 11 presentation videos on APCUG's YouTube Channel.

To subscribe to the channel, click on the red Subscribe button at <https://www.youtube.com/user/APCUGVideos> and you will receive an e-mail when the videos have been uploaded.

Presentation PDFs and handouts can be found at: <http://bit.ly/2nEAYcU>

- Facebook for Your Group - Diane McKeever, Author, 101 Amazing Computer Tips - <https://youtu.be/QYPLPI2XbOg>
- iOS 10 Features for iPad / iPhones – Jere Minich, APCUG Advisor, Region 5; Lake-Sumter Computer Society Program Chair – <https://youtu.be/ltTanssLIBQ>

- Preview of Windows 10 Creator's Update, Bill James, APCUG Advisor, Region 8; Computer Club of Oklahoma City VP - <https://youtu.be/F4sQDxbhioE>
- Simple Techniques for Making Your Windows Computer Easier to Use, Francis Chao, Member OLS committee, WINNERS, GSBUG and TCS <https://youtu.be/K8xd9cNmmno>
- Social Media for the Non-Tweeter - Pam Holland, CEO, TechMoxie [https://youtu.be/5Qmq\\_O9Msmc](https://youtu.be/5Qmq_O9Msmc)
- Trendy Ideas from a Proud Tinkerer, Stew Botdorf, Teacher & SIG Leader, Tampa Bay Computer Society - <https://youtu.be/htqtfASL9hQ>

**The latest APCUG VTC was March 6<sup>th</sup>.** YouTube videos for those presentations will be available in a couple months.