

Bill T. installed the latest version of Acronis and indicated it seems to be more complicated than earlier versions. He uninstalled it and got offer to install on 3 PCs for \$29.95. One thing he especially likes about Acronis is that it lets you mount the backups and look at/recover individual files.

Larry mentioned a site called ashampoo (<http://www.ashampoo.com/en/usd>) that offers a variety of software programs. Their backup program is called Ashampoo Backup Pro 11. When you go to the site, it may immediately display a discount coupon and clicking on that displays the products that are currently on sale. Larry said that after 40-day trial of the backup software, it offered a price to purchase and if you don't accept first offer they will make other offers. The backup software doesn't provide ability to recover individual files from backup.

A couple people were using EaseUS which is a free backup program, although you can purchase for additional functionality. Can make full and incremental backups as well as make a disc image. Can also restore individual files from backup. This program saves each backup to a new file so can quickly fill up a small flash drive or external drive.

Howard discussed a problem he was having with the mouse locking up and he would have to restart the computer. This had been happening for a while but never when he had time to investigate what might be causing the problem. He accessed the Windows Event Viewer to see if it provided any information as to what might be occurring. Note: scammers often direct people to the Event Viewer to show them all the numerous errors and warnings that are occurring on their computer as a sign that there is a serious problem. Don't be overly concerned with type/number of errors as errors and warnings are a normal part of Windows operation. Howard reviewed the Event Log and said a good way to research is by using the Event Id that is included in the event log descriptions. He found an error that was occurring about the time the mouse was locking up and it contained the name of a file. He determined that the file was not a Microsoft file and thinks it might have been installed by another program. He renamed the file and has not had a problem with the mouse locking up since then. He recommends renaming the file rather than deleting it, in case other problems start occurring. When searching for information on Event IDs use caution and make sure you are finding a trusted site. Howard recommends technet.microsoft.com as a good source but it can be very technical. To find the Event Log on Windows 10, search for Event, click Event Viewer in search results, then click Windows Logs. Most helpful information will be in Application and System logs.

Several members indicated they are still getting calls from potential spammers. Someone mentioned setting the phone down and walk away and eventually the scammer realizes no one is listening and hangs up.

Larry was saving an Excel spreadsheet and received notice that the drive was full. He hadn't received any previous indications that the drive was filling up. His first step was to check the size of folders on the drive and move to an external drive or delete folders that were no longer needed. Holding down the Ctrl key while pressing delete permanently removes the file or folder rather than sending it to Trash. In Windows this doesn't permanently delete data from the hard drive but does remove it from the index and shows that space as available.

Has anyone seen iPad prices dropping? Apple may be suffering from a saturated market. Pricing of Apple products are controlled by Apple so not often able to find sales in specific stores. One source for reduced prices is looking for refurbished prices on the Apple website. Might want to avoid refurbished Apple products from other suppliers.

Howard asked who was using email across multiple devices and whether using with an app or web-based. If using Charter email on a laptop or tablet, make sure using mobile.charter.com for both incoming and outgoing servers or can run into problems when trying to send messages when connecting through an internet service provider other than Charter. There are two main types of email protocols, pop and imap. Pop (Post Office Protocol) was the original protocol and worked fine when most people had one computer that remained in one location. Imap was designed to keep the messages on the service provider servers so mail could be accessed from multiple devices. With Charter, the mobile setting is a subset of imap. While pop still works, Charter is encouraging people to use imap. Not sure what other service providers are doing.

Internet Explorer is still on Windows 10, although Microsoft would prefer customers use Edge, which they indicate is a more secure browser. However, if you want to use Internet Explorer,

search for Internet
right click on Internet Explorer (Desktop App)

To add to Task bar: left click Pin to Taskbar

To add shortcut to Desktop: left click Open File Location, right click Internet Explorer, in pop-out menu, scroll to and hover mouse over Send to, left click "Desktop (create shortcut)"

If you use Bing in Windows 10, some Bing images can be downloaded and saved for use as desktop background in a slide show. While viewing the Bing image, it indicates whether it can be downloaded or not.

Creator's Update is due to start downloading on April 11. It will first be downloaded to computers that Microsoft has determined are fully compatible. Could take several months for it to download to everyone's PC and, if you have more than one PC, may not download to all of them at the same time. It will only download if you currently have Windows 10 installed on the computer. Microsoft is no longer offering free updates from Windows 7 or Windows 8.1. If you want to delay the Creator's update, you can set your wireless internet connection as metered connection. Note: while the connection is set as metered, you will not receive any security updates. You will receive notification every time you log on that you are running as a metered connection. If using One Drive, will receive notice to pause One Drive or it will sync over the metered connection (which is not a problem in this case). If using Outlook 2016/Office 365, you will get a notification in Outlook that you are on a metered connection and will have to click Continue to use Outlook. This has to be done every time you close out of and re-open Outlook.

Does anyone know of a solution for License expired notification in Photo Shop Elements? This appears to occur when using an older version of Photo Shop Elements and does not appear to be anyway to open the files.

Ok Google has a Remember function, although it may only work on selected devices. It doesn't attach a date/time to what it remembers. To retrieve the information, you have to specifically ask for it, based on the wording you used to remember it initially.

<https://www.cnet.com/how-to/google-home-remember-where-i-put-things/>

Searching for people? Larry mentioned a free site for finding classmates, relatives, etc.

www.familytreenow.com