

Email Report, Meeting 09/01/2013

There were just 8 members at the Meeting and apologies received from John Haseltine, Pam Webb and Frank Lewis

Last month I posted my PowerPoint presentation and associated files about Scanning into Dropbox and asked anyone who had retrieved it to let me know. Mike, at the meeting, said he had downloaded and viewed it OK, but other than this I have had no response. Please try it, I'm sure you will find it useful.

Agony Corner:

1) 'My antivirus software asks if I should 'Remove' or send to 'Virus vault'?

- When your antivirus program finds files that have been infected with a virus, it moves it into a special location that has been named the vault.
- When a file is put in the vault, it is disabled so that the virus can't harm your computer, but the file is still available just in case your computer has problems running without the file.
- Some viruses replace critical Windows files with their own infected versions, and if you remove the infected file, Windows won't be able to run.
If you put an infected file in the vault, and your computer needs that file to run, you can usually restore the file to its original location and use the computer while you figure out another way to recover from the virus.
- If the files have been in the virus vault for at least a few days, and your computer has been running fine without them, go ahead and delete the files that are in there. Deleting the files that are in the vault, and emptying the virus vault are the same thing.
- So the choice is yours. AVG help on this at <http://www.avg.com/ww-en/faq.num-4503> and <http://www.avg.com/ww-en/faq.num-4500> and most other antivirus programmes have similar procedures.
- MS Security Essentials. There is no 'vault' for Microsoft Security Essentials, depending on your default action settings detected items are placed in *quarantine*.
For Windows 7 and Vista it is located, C:\ProgramData\Microsoft\Microsoft Antimalware\Quarantine
For Windows XP it is located, C:\Documents and Settings\All Users\Application Data\Microsoft\Microsoft Antimalware\Quarantine

2) 'If, when using Google Chrome browser and have several tabs open, I close the whole thing by clicking the tab on the top right then when I reopen the browser it goes to the site of the last open tab. How can I get it to open on the Google Search page?'

- The default settings have been accidentally changed to 'Continue where I left off'.
- To change, make sure you are on the Google search page or which ever one you wish to be your home page then click on the 3 bar icon, top right just below the x. Choose 'Settings'.
- Then 'Set pages' then 'Use current page' then 'OK'.
- Exit out, close down then reopen which should be to your required page.

3) 'When trying to forward an email in Outlook Express I got the error message 'Can't delete'. Tried several times with the same result and yet when I checked the 'Sent' folder all messages were there as sent. It hasn't happened since.'

- I can't find anything about this specific issue, but OE is renown for throwing up oddities in the way it sends and saves messages.
- Many 'experts' suggest moving from Outlook Express to 'Thunderbird' the Mozilla Firefox email client which is supposed to be much more stable.

4) 'Related to the above, I can't find the required recipients to put into a Bcc: box?'

- There is a book icon next to the To:, Cc: (Carbon copy) and Bcc: (Blind carbon copy) in the From: section.
- Clicking *any* of these will open the 'Select recipients' dialogue access to your whole address book and you can select directly from there.
- Incidentally, I've noticed that the 'Select recipients' dialogue lists their names in the alphabetical order of their *email addresses* as opposed to the person's name and yet the list of 'Contacts' on the LHS is in name order, which may explain why you can't find who you want in the 'Select recipient' box. For example, Fred Bloggs with the email info@fredbloggs.co.uk would be between, say, Frances Smith and George Brown in your *contacts* list but in the 'Select recipient' dialogue it could be mixed up with all the other people whose email address begins with 'i'.

5) 'I successfully downloaded and installed 'Libre Office'.

- Libre Office is the successor to Open Office and is now the favoured free alternative to Microsoft Office.
- You can easily import files from Microsoft Word (doc, docx), Excel (xls,xlsx), PowerPoint (ppt, pptx) and many other formats, and can easily save to Microsoft Office and other formats when needed.
- Just remember when sharing files with someone who is using Microsoft rather than LibreOffice to send them in the MS format.

'An introduction to spreadsheets'. Our topic for the day.

Many thanks to **Peter Filby** for bring forward, from February, his informative talk and 'teach in' about spreadsheets. Using a PowerPoint presentation to take us through the steps and an Excel file for us to practice on, it was most useful to beginners and the more expert alike.....

- He covered the Basics and the Times table, Bank account, Petrol usage and Buying a new car as examples.
- Please find attached his PowerPoint presentation (remember to press F5 to launch the slide show) and the Spreadsheet file used to practice on yourself.

Next Meeting:-

The next meeting will be on **Wednesday 13th February, 2013**, 1.30pm at Stowupland High School.

Topic for the day:-

Frank Lewis will be giving us '**An insight into a new user's experience of Windows 8**'. Reviews of the new Windows operating system have been very mixed but here is a chance to find out directly about one of our own member's introduction to Windows 8 and find out what is in store, perhaps, for us all.